

Direct Debit Request (DDR) arrangement Foodbank NSW & ACT

Initial terms of the arrangement

In the terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount to go towards Foodbank NSW & ACT's food relief programs – as shown on the Authorisation and DDR form which you have sent to us. The DDR details the terms of your debit arrangements including, among other things, the amount, the frequency, the expiry date (if any) and the program you are supporting. Please read the DDR carefully to familiarise yourself with the details of your debit arrangements.

Debit arrangements

The first debit under this Direct Debit Agreement will occur on your nominated scheduled debit date or within the subsequent 10 working days. From then on, Foodbank NSW & ACT will debit the nominated account four-weekly after the first scheduled debit date, or within the subsequent 10 working days of that date.

Alteration or cancellation

You may cancel your DDR, stop or defer an individual debit, request a change to the debit amount, or make other changes, by writing to us at Address: Foodbank NSW & ACT, PO Box 241 Plumpton NSW 2761 or by phone: 02 9756 3099 or email: fundraising@foodbanknsw.org.au. Please provide us with at least 10 business days notification to process your request in time. If we vary any of the debit arrangements either set out in this agreement or in the DDR or otherwise, we will provide you with a minimum of 14 days' notice in writing.

Confidentiality

We will keep your financial information confidential. We will only share your details when we need to: provide information to our bank to initiate the debit from your nominated account, provide information to your financial institution in relation to a claim regarding alleged incorrect or wrongful debit, or declare information as required by the law. We actively seek to protect financial information held by us against loss and against unauthorised access, use, modification or disclosure.

Your responsibilities

It is your responsibility to:

- Check with your financial institution prior to completing the DDR that direct debiting is available on the nominated account
- Ensure that the account you nominated has sufficient cleared funds available to pay each debit when it becomes due. (Your bank may charge fees to you if you have insufficient funds in your account)
- Ensure that the authorisation on the DDR is identical to the account signing instruction held by your financial institution for the nominated account.
- Tell us if you close or change the nominated account.
- Arrange a suitable alternate payment method, if the direct debit arrangements are stopped, either by you or by your financial institution.

Enquiries

Initial enquiries should be made to Foodbank NSW & ACT rather than to your financial institution. If you believe that a debit has been initiated incorrectly, please contact us. We will investigate any disputed debit item and contact you within 2 business days of the initial enquiry. If you do not receive a satisfactory response from us to your dispute, contact your financial institution. You will receive a refund of the debit amount if we cannot substantiate the reason for the debit.

Important information

Automatic periodic instalments

Automatic monthly deductions from your nominated account are a convenient and easy way to make your regular donations. Direct debit is our preferred payment method as it helps us keep our administration costs down. If you pay periodically by direct debit or credit card, you will receive one tax-deductible receipt in July for all your regular donations during the financial year. We will continue to deduct instalments until you advise us to do otherwise. You will find a copy of the Direct Debit Service Agreement overleaf.

Privacy policy

Foodbank NSW & ACT is committed to protecting the privacy and confidentiality of our supporters. We are bound by the Australian Privacy Principles under the Privacy Act 1988. Foodbank NSW & ACT collects information from you to manage your support, process your donation and to respond to your comments and questions. We may also use your information for research and to keep you up to date with our initiatives. If you do not provide the information we request, we may not be able to process your donation or respond to your queries. We may disclose your personal information to entities that assist us with data management and processing donations. Occasionally, we may share your contact details with other charitable organisations who may contact you with information that might be of interest to you.

Our privacy policy is available at www.foodbanknsw.org.au/privacy-policy or by contacting us on 02 9756 3099 or email: fundraising@foodbanknsw.org.au. It gives further information on how your personal information will be collected and dealt with by Foodbank NSW & ACT, and also covers how you can access, update and correct your personal information and what to do if you have questions or complaints. As a supporter, you have the right to choose the information you receive. Please contact us if you would like to only receive selected mailings.

Cost efficient communication

Keeping our administration costs low is important to us, so your donations can go where they are needed most – to make sure there is enough food to feed hungry Australians. Please ensure that we have your email address and phone number (your mobile and home phone are best). At times we may need to contact you with news about your regular donation, and email or phone are quick and cost-effective ways for us to get in touch with you.

Changing your details

If you need to change your payment details or update your personal information at any time please mail to: Foodbank NSW & ACT, PO Box 241 Plumpton NSW 2761, email fundraising@foodbanknsw.org.au or phone 02 9756 3099. Please include your Supporter ID in all correspondence with us to allow us to find your information easily. Your Supporter ID appears on the top of the letter welcoming you to our regular giving program.

- All contributions over \$2 are tax deductible
- Your tax deductible receipt will be issued at the end of the financial year



**FIGHTING HUNGER
IN AUSTRALIA**