

Direct Debit Request Service Agreement

100% OF THE AMOUNT YOU GIVE WILL GO DIRECTLY INTO THE APC'S BANK ACCOUNT

1. Debiting Your Account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account and agree to be bound by the terms and conditions of this Agreement.
- 1.2 We will debit your account for the amount authorised on the Direct Debit Request on the 10th or 24th day of each month after this request is received.
- 1.3 If the Debit Day falls on a day that is not a business day, we may direct your financial institution to debit your account on the nearest business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changes by us

- 2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

3. Changes by you

- 3.1 You may cancel your authority for us to debit your account at any time by providing written notice at least 5 working days before the next debit day. You can also contact your financial institution to arrange cancellation of the direct debit.
- 3.2 For cancel requests please send a written notice including your name, serial number and address, via email to fundraising@paralympic.org.au or by post to PO Box 596, Sydney Markets NSW 2129.
- 3.3 If you wish to stop or defer a debit payment you must notify us in writing at least 5 working days before the next debit day.
- 3.4 Subject to 3.1, 3.2 and 3.3 you may change the arrangements under a Direct Debit Request by contacting us on 1300 889 948 or write to: Australian Paralympic Committee PO Box 596, Sydney Markets, NSW 2129 and quote your serial number.

4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment: a) we will continue to attempt to claim the transaction before contacting you seeking your instructions. b) you may be charged a fee and/or interest by your financial institution; b) you may also incur fees or charges imposed or incurred by us; and c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 889

948 or write to: Australian Paralympic Committee PO Box 596, Sydney Markets, NSW 2129 and we will resolve your query as soon as possible.

- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited by Australian Paralympic Committee we will respond to your query by arranging for your financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

You should check:

- a) With your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- b) That your account details which you have provided to us are correct, by checking them against a recent account statement; and
- c) With your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

- 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make every reasonable effort to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you; a) to the extent specifically required by law; or b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Limitation of Liability

- 8.1 Subject to and to the extent permitted by applicable law, under no circumstances shall we be liable to you for any loss or damage that you may suffer arising from the debit arrangements set out in the Agreement, even if we have been advised of the possibility of such loss or damage occurring.