

# Direct debit service agreement

## Our commitment to you

This document outlines Seeing Eye Dogs Australia's service commitment to you, in relation to the Direct Debit Request (DDR) arrangements you have made between Seeing Eye Dogs Australia (#056145) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

## Initial terms of the arrangement

In terms of the DDR arrangements made between us and agreed by you, we undertake to periodically debit your nominated account for the agreed regular amount for our Seeing Eye Puppys sponsorship program.

## Drawing arrangements

Drawings under this Direct Debit arrangement will occur on or around either the 15th or 28th of the month.

If any drawing is due on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.

We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.

If you wish to discuss any changes to the initial terms, please contact our donor care team on **1800 42 20 77**.

## Your rights – Changes to the arrangement

If you want to make changes to the drawing arrangements, contact our donor care team on **1800 42 20 77**. A written request may be required from the signatory. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely

## Enquiries

Direct all enquiries to Seeing Eye Dogs Australia, rather than to your financial institution. These should be made at least five working days prior to the next scheduled drawing date. All communication addressed to us should include your donor reference number.

All personal information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

## Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our donor care team on **1800 42 20 77** during business hours. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

## Your commitment to us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this); and
- On the drawing date there are sufficient cleared funds in the nominated account; and
- You advise us if the nominated account is transferred, closed or expired

If your drawing is returned or dishonoured by your financial institution, we will endeavor to contact you by phone and/or mail in order to inform you. We may attempt to redraw the dishonoured amount.

From time to time, we may allow like-minded charities to contact our supporters with fundraising materials. In return, they help us to reach more generous Australians like yourself. If you do not wish to receive communication from another charity, or would like further information, please call us on **1800 42 20 77** or send an email to [noexchange@seda.org.au](mailto:noexchange@seda.org.au)