



Change of Bank Account Details

Uniting Church in Australia – Presbytery and Synod of South Australia
ABN 25 068 897 781

Congregation/Institution:

Network (if applicable):

Contact Details:

Name:

Phone

Mobile

Email

All personal information recorded on this form is collected and managed in accordance with the Uniting Church Privacy Policy.

DIRECT DEBIT REQUEST

UNITING CHURCH SA

We request you 'Uniting Church SA Synod 085107' to arrange for funds to be debited from the nominated account at the financial institution shown below according to the schedule specified below.

We acknowledge receipt of and understand the Customer DDR Service Agreement. (Please retain DDR Service Agreement for your records).

Name of Financial Institution and Branch

BSB Number (6 Digit Number)

Account Number (max 9 Digit)

Name of Account (e.g. Congregation Name)

SCHEDULE

Commencing Month/Year

Stipend/Salaries/Wages & Allowances	14th of each month ¹	Amount Due
Beneficiary Charges	20th of each month	Amount Due
Mission and Service Fund	25 th of each month	Agreed Contribution
Mission and Service Fund – Network	25 th of each month	Agreed Contribution
Insurance Services	Last business day of month	Monthly Premium
Church Loan Fund Loan #	As agreed by contact	Loan Repayment

¹ For Stipend/Salaries/Wages & Allowances if the 14th falls on a weekend/public holiday then direct debit will be processed on the preceding working day.

Authorisation Signatures (Two Authorised bank account signatories to sign)

Date

Please forward the completed direct debit form to:

Uniting Church SA – Financial Services
GPO Box 2145, Adelaide SA 5001
Fax: Financial Services (08) 8236 4280
UC Invest (08) 8236 4250

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between 'Uniting Church SA Synod 085107' 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 Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the item/s stated on the Direct Debit Request

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the nominated date.
- If any drawing falls due on a non-business day, it will be debited to your account on the previous business day preceding 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 the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact us.

YOUR RIGHTS

CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us in writing. 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 us, rather than to your financial institution, and these should be made at least two working days prior to the next scheduled drawing date.

PRIVACY ACT

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

Regular giving details of the amount given, will be provided to a congregational representative.

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 staff.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 7 business days (for claims lodged within 12 months of the disputed drawing) or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

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
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you. Any transaction fees payable by us in respect of the above may be charged to your church.