

DIRECT DEBIT SERVICE AGREEMENT

The Direct Debit Request Service Agreement is issued by the Coptic Orthodox Church, Diocese of Sydney and Affiliated Regions ("Coptic Sydney Diocese", "We") for the purposes of contributions to St. Mary and St. Anthony's Coptic Orthodox Monastery.

OUR COMMITMENT TO YOU

- a) The Coptic Sydney Diocese will keep information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institutions. The Bank may require such information to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit.
- b) Where the due date is not a business day, the Coptic Sydney Diocese will draw from your nominated financial institution on the first working day thereafter.
- c) We will advise you 14 days in advance of any changes to the Direct Debit Request.

YOUR COMMITMENT TO US

- a) Check your Account details (including the Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution.
- b) Direct Debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; please ensure that your account can accept direct debits.
- c) Ensure there are sufficient funds available in the nominated account to meet each drawing on the due date. If your account is overdrawn, your bank may charge you a dishonour fee.
- d) Advise us if your nominated account is transferred or closed, or the account details change.
- e) Ensure that all account holders on the nominated financial institutions account sign the Direct Debit Request Schedule.

YOUR RIGHTS

- a) You may alter the Direct Debit arrangement if desired by contacting our office on 0410028993 or emailing us at admin@copticmonasteryqld.org
- b) Such advice should be received by us at least 40 days before the draw date or any of the following:
 - i. Stopping an individual drawing
 - ii. Deferring a drawing
 - iii. Suspending future drawings
 - iv. Altering the Direct Debit Request Schedule
 - v. Cancelling the drawing completely
- c) Where you consider that a drawing has been initiated incorrectly, you should contact our office on 0410028993 or by emailing us at:
admin@copticmonasteryqld.org
- d) If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If, following our investigations, we believe on reasonable grounds that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding. If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

ST. MARY & ST. ANTHONY'S COPTIC ORTHODOX MONASTERY

PHONE: 0410028993

PO Box 1737
SUNNYBANK HILLS
4109 QLD



PLEASE KEEP THIS PAGE FOR YOUR RECORDS, AND RETURN SIGNED AND COMPLETED FORMS VIA:

POST: PO Box 1737 SUNNYBANK HILLS 4109 QLD

OR SCAN AND EMAIL: ADMIN@COPTICMONASTERYQLD.ORG

PERSONAL DETAILS (PLEASE PRINT CLEARLY IN BLOCK LETTERS)

ADDRESS

POSTCODE _____ STATE _____

HOME (____) _____ WORK (____) _____

MOBILE _____

E-MAIL _____

PRIVACY AND PERSONAL INFORMATION

COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

The Coptic Sydney Diocese needs to collect, use and disclose personal information for the purposes of contributions to the monastery. By providing your personal information to us you acknowledge and declare that, and consent to:

- The disclosure of your personal information on a confidential basis to the Bishop of the Coptic Sydney Diocese and bodies and persons deemed relevant by the Bishop of the Coptic Sydney Diocese and representatives of these; and your details may be used for purposes deemed necessary.
- Where you provide personal information to us about another person, you are authorised to provide that information to us, and you will inform that person who we are, how we use and disclose their information, and that they can gain access to that information (unless doing so would pose a serious threat to the life or health of any individual).

DECLARATION

I acknowledge and consent to the collection, use and disclosure of my personal information as per the Privacy and Personal Information section above.

SIGNATURE:

SIGNATURE:

DATE:

DATE: