

SERVICE AGREEMENT

This document outlines our service commitment to you in respect of the Direct Debit Request arrangements made between the Sydney Diocesan Secretariat and you. It sets out your rights, our commitment to you and your responsibility to us together with where you should go for assistance.

Please ensure:

- a) Your nominated bank account can accept Direct Debit; and
- b) Sufficient cleared funds are available in the nominated bank account on the day to be drawn on.

At least 14 days notice will be provided in writing if the terms of the initial agreement are to change.

Please telephone (02) 9284 1448 or 1800 636 134, or fax (02) 9284 1455 this office if you wish to discuss any of the following actions:

1. Defer the drawing
2. Alter the schedule
3. Stop an individual debit
4. Suspend or cancel the Direct Debit Request
5. Dispute any debit

Any dispute will be investigated by the Chief Financial Officer. 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 cannot substantiate the reason for the drawing.

If the date of drawing is not a business day then the drawing will be made on the closest business day after the due date.

If the drawing is dishonoured, any fees charged to the Secretariat may be passed onto your chosen ministry together with any additional cost of administration. The dishonour will need to be replaced with a cheque.

All of the information you supply will be treated as confidential except that information provided to our Financial Institution to initiate the drawing to your nominated account.

INITIAL TERMS OF THE AGREEMENT

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated bank account for the agreed amount for your commitment.

The first drawing under the Direct Debit arrangement will occur as soon as possible or on the date stated on the Direct Debit Request taking into account the type of commitment.