

DIRECT DEBIT REQUEST SERVICE AGREEMENT

1. DEBITING YOUR ACCOUNT

- 1.1 By signing a direct debit request, you have authorised the **Buddhist Society of Victoria (BSV)** to arrange for funds to be debited from your account debit or credit card. You should refer to the direct debit request and this agreement (Account Agreement) for the terms and conditions between **BSV** and you.
- 1.2 **BSV** will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3 Your account will be debited on or around the requested day of debit of each month. If a debit day falls on a day that is not a banking day, **BSV** may direct your financial institution to debit your account on the following banking day.

2. CHANGES BY BSV

- 2.1 **BSV** may vary any details of the Account agreement or a direct debit request at any time by giving you at least fourteen (14) days' notice in writing.

3. CHANGES BY YOU

- 3.1 If you wish to cancel, defer or modify a debit payment, you must notify **BSV** by giving fourteen (14) days' notice in writing. It is important to note, the said notice should be given to **BSV** prior to the execution of any cancellation, deference or modification of a debit payment.

4. YOUR OBLIGATIONS

- 4.1 It is your duty 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 incapable of meeting the debit payment, you may;
 - (a) Be charged a fee and/or interest by your financial institution;
 - (b) Also incur fees or charges imposed and/or incurred by **BSV**.
- 4.3 It is your duty to check your account statement to verify and confirm that the amount debited from your account is correct.
- 4.4 It is your duty to check with your financial institution whether Direct Debit is available and/or authorised from your account.
- 4.5 It is your duty to check and confirm that the account details provided by you to **BSV** are correct.

5. DISPUTE

- 5.1 If you believe that there has been an error in debiting your account by **BSV**, you should notify **BSV** directly on **03 9571 6409** between **10.00 a.m. to 2.00 p.m., Monday to Saturday** and confirm the said notice in writing to us or by emailing us immediately at office@bsv.net.au or treasurer@bsv.net.au to resolve your query without any delay.
- 5.2 If **BSV** concludes after investigations, that your account has been incorrectly debited, **BSV** shall make every endeavour to arrange with your financial institution to adjust your account including any interest or charges that may have been incurred.

- 5.3 If **BSV** concludes pursuant to its investigations that your account has not been incorrectly debited, then **BSV** will respond to your query providing you with reasons and any evidence for this conclusion.
- 5.4 Any queries with regard to an error made in debiting your account should be directed to **BSV** immediately on the contact details provided in clause 5.1 above so that **BSV** will make all endeavour to resolve the query between **BSV** and you. If **BSV** is unable to resolve the said query, the query can be referred to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. CONFIDENTIALITY

- 6.1 **BSV** shall maintain confidentiality with regard to all information, including your account details in your direct debit request.
- 6.2 **BSV** may disclose any information about you only:
- (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 with relation to an alleged incorrect or wrongful debit).

7. DEFINITIONS

Account means the account held at your financial institution from which **BSV** is authorised to arrange for funds to be debited.

Account Agreement means this Direct Debit Request Service Agreement.

Banking Day means a day except Saturday, Sunday or Public holiday listed throughout Australia.

BSV means the Buddhist Society of Victoria

Debit Day means the day that payment by you to **BSV** is due.

Debit Payment means a particular transaction where a debit is made.

Direct Debit Request means the Direct Debit Request between you and **BSV**.

You mean the customer who signed the Direct Debit Request.

Your Financial Institution refers to the financial institution where you hold the account that you have authorised **BSV** to arrange to debit.

8. PROTECTING YOUR PRIVACY

- 8.1 **BSV** upholds, respects and is committed to your privacy. The personal information you provide will remain private and will only be used for the purposes outlined in the Account Agreement.
- 8.2 **BSV** agrees not to share, sell, lend or rent your personal information to be used by third parties for their own purposes without your explicit permission.
- 8.3 **BSV** agrees to disclose information only to process your donation, send you information or update **BSV**'s records.
- 8.4

9. NOTICE

- 9.1 If you wish to notify **BSV** in writing about anything relating to the Account Agreement, you should either:

(a) Write to:

The Buddhist Society of Victoria
71, Darling Road,
Malvern East 3145,
Victoria; or

(b) **Email to:** office@bsv.net.au or treasurer@bsv.net.au; or

(c) **Call :** 03 9571 6409 between 10.00 a.m. 2.00 p.m., Monday to Saturday.

THANK YOU FOR YOUR ONGOING SUPPORT TO THE BUDDHIST SOCIETY OF VICTORIA