

UPDATE DETAILS – CREDIT CARD OR DIRECT DEBIT

My Details:

Information you provide will be stored securely by Oxfam Australia and not sold on to any third party. Our privacy statement is available online at www.oxfam.org.au/privacy or by calling us on 1800 088 110.

Title _____ First Name _____ Last Name _____
Postal Address _____
Suburb _____ State _____ Postcode _____
Ph(bus) _____ Ph (home) _____ Ph (mob) _____
Email _____ Date of birth __/__/____
Con ID _____

PLEASE UPDATE ONE OF THE PAYMENT OPTIONS BELOW

I would like to pay by Direct Debit

Request and Authority to debit the account named below to pay Oxfam Australia

I, Full Name _____ request and authorise Oxfam Australia User ID 7334 to arrange for any amount Oxfam Australia may debit or charge through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).

Financial institution name _____
Address of branch _____
BSB number _____
Name of account _____
Account number _____

By signing this Direct Debit you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Oxfam Australia as set out in this Request and in your Direct Debit Request Service Agreement available at www.oxfam.org.au/donate/donation-forms

Signature _____ Date _____

I would like to pay by Credit Card

Visa MasterCard Amex Diners

Card No. _____ Expiry date __/__/__

Name on card _____

Signature _____ Date _____

Note: Credit card payments may occasionally be debited later than the 10th of the month due to bank processing changes.

Please print completed form and return it to:

Oxfam Australia

132 Leicester Street, Carlton VIC 3053 Australia

Tel 1800 088 110 Fax +61 3 9347 1983 Email supporter@oxfam.org.au

www.oxfam.org.au

Thank you for helping Oxfam Australia work for a just world without poverty.

Oxfam Australia is a Public Benevolent Institution. ABN 18 055 208 636.



OXFAM
Australia

DIRECT DEBIT REQUEST SERVICE AGREEMENT

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request arrangements made between Oxfam Australia ABN 18 055 208 636 (User ID 7734) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

For the purposes of this Agreement, the term 'Direct Debit Request' includes debits made through either your credit card or bank account.

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 agreed amount as a donation to Oxfam Australia.

Drawing arrangements:

- If any drawing falls on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice when changes to the initial terms of the arrangement are made.
- If you wish to discuss any changes to the initial terms, please contact us on Freecall 1800 088 110 or email supporter@oxfam.org.au Please note, that we need to be informed of any changes at least three (3) business days prior to the next drawing date.

YOUR RIGHTS

Changes to the arrangement:

If you want to make changes to the drawing arrangements, please contact us on Freecall 1800 088 110 or email supporter@oxfam.org.au Please note, that we need to be informed of any changes at least three (3) business days prior to the next drawing date. These changes may include:

- Deferring the drawing (Note: we can only defer to the next scheduled drawing date, we cannot draw on a date other than the 10th or the next business day of the month)
- Altering the schedule
- Stopping an individual direct debit
- Suspending the Direct Debit Request
- Cancelling the Direct Debit Request completely

OXFAM AUSTRALIA, 132 Leicester Street, Carlton VIC 3053
For information call 1800 088 110 or visit www.oxfam.org.au ABN 18 055 208 636



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If you wish to notify us in writing about anything relating to this agreement, you should write to Oxfam Australia, 132 Leicester Street, Carlton VIC 3053.

Enquiries:

Direct all enquiries to us, rather than to your financial institution, these should be made at least three (3) business days prior to the next scheduled drawing date. All communication to us should include your Supporter ID and full name and address details.

Privacy:

Your 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. Our full Privacy Policy can be viewed at www.oxfam.org.au

Confidentiality:

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. We will only disclose information that we have about you; a) To the extent specifically required by law; or b) For the purpose of this agreement (including disclosing information in connection with any query or claim).

Disputes:

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us on Freecall 1800 088 110, or emailing supporter@oxfam.org.au
- 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 five (5) business days (for claims lodged within 12 months of the disputed drawing)
 - 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.

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 is sufficient cleared funds for the nominated amount; and
- You advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, you are responsible for any fees and/or interest your financial institution may charge you.