



DoggieRescue.com ACN 098 918 471 ABN 49 098 918 471

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ADOPTION CENTRE: 70 Victoria Road, Drummoyne NSW 2047
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Direct Debit Request (Buy a Brick Appeal)

By signing this document, I/We authorize DoggieRescue. com ABN 49 098 918 471, the Debit User, (User ID 252847) to debit my/our account detailed in the Schedule below , with the agreed amount, through the Direct Debit system.

Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	Postcode
Name and Branch of Financial Institution	<input type="text"/>
BSB No.	<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>
Account Number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
The Schedule	Commencing on 15 th day of the month from the agreement date. Please debit \$ _____ from the above account each: Month <input type="checkbox"/> Other _____
This authority to remain in force :	<input type="checkbox"/> until further notice <input type="checkbox"/> for a period of _____ months
Signature(s)	If debiting from a joint bank account, both signatures are required <input type="text"/> <input type="text"/>
Date of Agreement	____ / ____ / ____

Customer DDR Service Agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between DoggieRescue.com 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 agreed amount for Doggie Rescue.com Buy A Brick Appeal.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the nominated day of your completed schedule].
- If any drawing falls due on a non-business day, it will be debited to your account on [the next business day following / the previous business day preceding] the scheduled drawing date.
- We will give you at least 14 days notice [in writing or some other means of your choice] when changes to the initial terms of the arrangement are made. This notice will state [may include 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, contact Pamela Scott, DoggieRescue.com Accountant on 0421 276 342.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, you will need to do so in writing. You may contact Pamela Scott DoggieRescue.com Accountant on 0421 276 342 to obtain an adjustment form. 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 3 working days prior to the next scheduled drawing date. All communication addressed to us should include your reference number which will be allocated to you on confirmation of this agreement. 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.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Pamela Scott, DoggieRescue.com Accountant on 0421 276 342.
- 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 5 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.

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, a letter will be forwarded to you requesting further information regarding your participation in the Appeal. No legal action will be taken to collect promised donations should you wish to discontinue your participation.