

## DONOR FORM (and Direct Debit Request)

Please complete this form for donations to **Carbon Community Foundation**:

New Request     Amend Existing Request

### Contact Details

Title  Surname   
 Given Name/s   
 Street   
 Suburb  Postcode   
 Phone (day)   
 Email

Please transfer from the financial institution account / Credit Card Account below, the sum of \$   
 to **Carbon Community Foundation**.

once     weekly     fortnightly     monthly     quarterly     half yearly     yearly

Commencing on  /  /  and ending on  /  /

*(If no end date is provided, the transfer will continue until further notice in writing is received from you)*

### Transfer from my / our financial institution account by direct debit:

Account Name   
 Financial Institution   
 Branch   
 BSB    Acct No

**OR**

### Transfer from my / our Credit Card account:

Cardholder's Name   
 Credit Card Number   
 MasterCard     Visa Card    Card Expiry Date  /

**OR**

### Cheque:

Cheque enclosed  
 (payable to **Carbon Community Foundation**) for \$



### Direct my donation to:

Carbon Community Foundation Fund

### Office Use Only:

ADF Account Name   
 ADF Account No

I / We authorise Carbon Community Foundation / ADF (Debit User Anglican Diocese of Melbourne, User ID 187736 for Anglican Development Fund) to arrange for funds to be debited from my / our nominated account via the Bulk Electronic Clearing System at the financial institution shown above according to the schedule specified above.

Name of Signatory 1

Name of Signatory 2

Signature 1 / Cardholder's  
 Signature

*(if required)*

Signature 2 *(if required)*

Date  /  /

## 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 Carbon Community Foundation (Debit User Anglican Diocese of Melbourne ABN 79 866 748 591, User ID 187736 for the Anglican Development Fund) 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 arrangements

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

### Drawing arrangements

The first drawing under the Direct Debit arrangement will occur on the nominated date. If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date. If you are unsure, you should contact your financial institution. We will give you at least 14 days notice in writing when changes to the terms of the Direct Debit Request Service Agreement are made. If you wish to discuss any changes to these terms, please contact us by telephone on (03) 9758 7206 during business hours or by email to info@carboncommunity.org.au

### Your rights

#### Changes to the arrangements

If you make changes to the drawing arrangements, please contact us by telephone on (03) 9758 7206 during business hours or by email to info@carboncommunity.org.au

These changes may include:

- deferring the drawing; or
  - altering the schedule; or
  - stopping an individual debit; or
  - suspending the Direct Debit Request; or
  - cancelling the Direct Debit Request completely
- You may also contact your financial institution.

#### Enquiries

Direct enquiries to us, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All personal customer information held by us will be kept confidential except that information provided to the Anglican Development Fund (Anglican Diocese of Melbourne) and their financial institution to initiate the drawing from your nominated account or in connection with a claim made relating to an alleged incorrect or wrongful debit.

### 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 by telephone on (03) 9758 7206 during business hours. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing. You may also contact your financial institution.

### Your commitment to us

- It is your responsibility to ensure that:
- your nominated account can accept electronic transfers as direct debiting through BECS may not be available on all accounts (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 dishonored by your financial institution, we will contact you and depending upon your response, may need to cancel this arrangement. Appropriate action will be taken to recover any transaction fees payable by us in respect of the foregoing.
  - you are advised to check your account details against a recent statement from your financial institution. If unsure, check with your financial institution before completing the Direct Debit Request.

### Please forward your completed form to:

Carbon Community Foundation  
 PO Box 7149, Upper Ferntree Gully, Vic 3156