



# Direct Debit Request Service Agreement (DDRSA)

ABN 62 787 822 077

USER NAME & ID: THE ROYAL WOMENS HOSPITAL - 304159

1. By agreeing to the direct debit request, by the method you provided, you authorise The Royal Women's Hospital to arrange for funds to be debited from your account in accordance with this agreement. You should refer to the direct debit request and this agreement for the terms of the arrangement between The Royal Women's Hospital and you.
2. We will only arrange for funds to be debited from your account as authorised in the direct debit request.
3. Your account will be debited on or around the 10<sup>th</sup> of each month or the date on which you start your donations. If the debit day falls on a day that is not a banking day, we may debit your account on the next banking day. If you are uncertain when the payment will be debited from your account, please check with your financial institution. Please note Direct Debit, through BECS, is not available on all accounts.
4. For unpaid transactions the following procedures will apply:
  - a. We treat the payment as if it was never made.
  - b. Further attempts to debit your account may be processed for up to 5 working days.
  - c. A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.
5. We may vary any details of this agreement or a direct debit request at any time by giving you at least 14 days written notice.
6. If you wish to cancel, suspend, defer, stop or alter a debit payment you should notify us in writing at least 14 days before the next debit day.
7. It is your responsibility 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.

If there are insufficient clear funds in your account to meet a debit payment you may be charged a fee and/or interest by your financial institution.
8. Is it your responsibility to check the following:
  - a. Ensure your account details (including Bank State Branch (BSB) number) directly match a recent statement from your Financial Institution.
  - b. Check that the authorisation to debit the account is in the same name as the account signing instruction held by the Financial Institution.
  - c. Check your account statement to verify that the amounts debited from your account are correct.
9. If you believe that there has been an error in debiting your account, you should notify us directly on **03 8345 2954** and confirm in writing with us as soon as possible so that we can resolve your query promptly.

If we conclude that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted. If we conclude that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
10. Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution who will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

Notice may be given to us at:

Office of Philanthropy and Community Investment  
The Royal Women's Hospital  
Locked Bag 300  
Grattan St and Flemington Rd  
Parkville VIC 3052

Email: [give@thewomens.org.au](mailto:give@thewomens.org.au)



# Direct Debit Request Service Agreement (DDRSA)

11. A receipt for your donations will be mailed to you in July at the end of each financial year.
12. We will keep the account details in your Direct Debit Request confidential and will only disclose your account information:
  - 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).
  - c. To the bank, if such information needs to be provided in the event of a claim or with relation to an alleged incorrect or wrongful debit.
13. The Royal Women's Hospital is committed to protecting your privacy and we are bound by the Information Privacy Principles under the *Privacy and Data Protection Act 2014* (Vic). Personal information is collected for the immediate reason for which it is given; such as to process donations, issue receipts and send updates. For further information on our privacy policy please contact us on **03 8345 2954**.
14. If you wish to notify us in writing about anything in this agreement, you should write to us at:

Notice may be given to us at:

Office of Philanthropy and Community Investment  
The Royal Women's Hospital  
Locked Bag 300  
Grattan St and Flemington Rd  
Parkville VIC 3052

Email: [give@thewomens.org.au](mailto:give@thewomens.org.au)

We may send notices either electronically to your email address or by ordinary post to the address you have given us.

If sent by mail, communications are deemed to have been received in the ordinary course of post.

15. If you are uncertain of anything within this agreement, please contact your financial institution before completing the DDR.

## Definitions

**Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited

**Agreement** means this Direct Debit Request Service Agreement between you and us

**Banking Day** means a day other than a Saturday, Sunday or public holiday listed throughout Australia

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

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

**Direct Debit Request** means the Direct Debit Request between us and you

**Us or we** means The Royal Women's Hospital, who you have authorised to debit your account by signing the Direct Debit Request

**You** means the donor who signed the direct debit request

**Financial Institution** is the financial institution where you hold the account that you have authorised us to arrange to debit