

If all CMS supporters gave via credit card last year, bank fees would have been \$39,000!

If all donations were via Direct Debit, bank fees would have been less than \$2,500!

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 Church Missionary Society – New South Wales Inc (User ID 122588) 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 donations to CMS.

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur during the last week of the month.
- If any drawing falls due on a non-business day, it will be debited to your account on the business day preceding the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact CMS NSW Branch on (02) 9267 3711 or e-mail: nsw@cms.org.au

YOUR RIGHTS:

CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us by phone, e-mail or letter. 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. These should be made at least seven (7) days working days prior to the next scheduled drawing date. All communication addressed to us should include your current name and address details. 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 at CMS-NSW Branch on (02) 9267 3711 or e-mail: nsw@cms.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 7 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 can not 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, we will send a letter to you drawing the matter to your attention. We will ask you to refund to us any transaction fees payable by us in respect of the above.

YOUR CASH CAN GO FURTHER

Support through
Direct Debit

CMS

PARTNER WITH CMS IN THE 2012 VISION

Committed to world mission? Supporting gospel work to the ends of the earth?

CMS exists because of its members and supporters, who prayerfully give of their time and their money in support of God's global mission. Regular financial giving is essential for the ongoing service of CMS missionaries all over the world. Your money enables the proclamation of the gospel of Jesus Christ, transforming lives and communities across the globe.

Direct Debit is the simplest and most effective way that you can give to CMS. Through Direct Debit, your donations to CMS will go further. Read on to find out why.



CMS VISION 2012

As a fellowship of Christian people, CMS (the Church Missionary Society) exists to glorify God through the proclamation of the gospel of Jesus Christ in all the world.

Our vision is to see God's Church growing in all the world as lives and communities are transformed by Christ.

By the year 2012, we pray that we will increase our missionary numbers by 100, and grow our membership by 5000.

WHY DIRECT DEBIT GOES FURTHER

Less bank fees

Direct Debit costs CMS 10c per transaction, which is the cheapest way of giving to CMS. Other forms of donation have larger fees, such as a percentage fee per transaction or postage costs.

Regular, easy donations

Missionary allowances are paid monthly by CMS. Having a regular, dependable flow of income ensures that allowances can be paid without having to use overdrafts. Direct Debit is easy to set up and provides this regular flow of income for CMS.

Saves processing time

Direct Debit is maintenance free, providing streamlined donations that save time and ultimately money.

FAQs

What is Direct Debit?

Direct Debit allows you to make easy regular payments, such as donations, to CMS. You simply request CMS to deduct the amount you choose either monthly or quarterly from your nominated savings, cheque or investment account (not from a credit card account). That request is valid until you choose to change it.

Does it matter which bank I use?

No. Most banks operate Direct Debits from the majority of savings, cheque and investment accounts. You may like to check with your bank before returning the form.

Will I get a receipt?

CMS will send a receipt at the end of the financial year, acknowledging your Direct Debit donations for that year. If you require more frequent receipts please call us.

HOW DO I GIVE BY DIRECT DEBIT?

Read the Customer DDR Service Agreement overleaf, and then complete the Direct Debit Request form and return it to CMS-NSW Level 5, 51 Druiit Street, Sydney NSW 2000.

For more information feel free to contact CMS-NSW Branch office on (02) 9267 3711 or e-mail: nsw@cms.org.au

DIRECT DEBIT REQUEST

I/We request you, Church Missionary Society – New South Wales Inc (user ID 122588), to arrange for funds to be debited from my/our nominated account at the financial institution shown below, according to the schedule specified below.

DIRECT DEBIT

Name

Address

Church

Postcode Phone number

E-mail

Signature(s) of account holder(s)

(If debiting from a joint bank account, both signatures are required)

Name of Financial Institution

Branch

BSB Number

Account Number

- Please debit my/our account: **monthly/quarterly** (select one)
- Debit will start in the calendar month the request is received
- I/We are prepared to pay any dishonor fees if there are insufficient funds in my/our account.

I would like to make a donation in support of CMS to the:

- CMS general fund to support CMS missionaries (non tax deductible) \$
- CMS Overseas Aid Fund (OAF)* (tax deductible) \$
- Aboriginal Missionary Work in North Australia Fund (tax deductible) \$
- South American Ministry Support Fund (non tax deductible) \$

TOTAL \$

Signed

Date

* Donation to the OAF to support the CMS development/relief workers in countries as approved by the Federal Government