

Direct Debit Request Service Agreement

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.

'business day' means a day other than a Saturday or Sunday or a national public holiday. '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 you and us.

'us or we' means Anglican Financial Services (ANFIN).

'you' means the customer who signed the Direct Debit Request.

'your financial institution' is the financial institution where you hold the account that you have authorised us to arrange to debit.

DEBITING YOUR ACCOUNT

By signing a Direct Debit Request you have authorised us to arrange for funds to be debited from your account as authorised in the Direct Debit Request. You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

OR We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice that specifies the amount payable by you to us and when it is due.

If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

CHANGES BY US

We may vary any details of this Agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days' written notice.

CHANGES BY YOU

If you wish to stop or defer a debit payment, you must notify us in writing at least fourteen (14) days before the next debit day.

You may cancel your authority for us to debit your account at any time by giving us fourteen (14) days notice in writing before the next debit day.

You may change the arrangement (but not stop, defer or cancel) under a Direct Debit Request by telephoning us on 07 3839 0111.

YOUR OBLIGATIONS

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 funds in your account to meet a debit payment you may:

- a) be charged a fee and/or interest by your financial institution;
- b) also incur fees or charges imposed or incurred by us;
and you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct.

DISPUTES

If you believe that there has been an error in debiting your account, you should notify us directly on 07 3839 0111 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. If we conclude, as a result of our investigations, that your account has been incorrectly debited we will request your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted. If we conclude as a result of our investigations that your account has not been incorrectly debited we will provide you with reasons and any evidence for this finding. 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 you and us. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

ACCOUNTS

You should check:

- a) with your financial institution whether direct debiting is available from your account
as direct debiting is not available on all accounts offered by financial institutions;
- b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

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 to the extent specifically required by law, or for the purposes of this Agreement (including disclosing information in connection with any query or claim).

Anglican Financial Services will not sell, lend, disclose or give your personal information to any external individuals or organisations unless:

- a) you have consented to the disclosure;
- b) Anglican Financial Services reasonably believes that the disclosure is necessary
to prevent or lessen a serious and imminent threat to an individual's life or health; or
- c) the disclosure is required by law.

NOTICE

If you wish to notify us in writing about anything relating to this Agreement you should write to ANFIN, GPO Box 421, Brisbane 4001.

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

Any notice will be deemed to have been received two business days after it is posted.