

# DIRECT DEBIT SERVICE AGREEMENT

ABN 41 733 619 876

User ID: 428558



## 1. DEBITING YOUR ACCOUNT

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you

1.2 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 which specifies the amount payable by you to us and when it is due

1.3 Taronga Foundation agrees to debit your account or debit your credit card account (whichever is relevant) on the 15th of each month (“Debit Date”) for the contribution amount nominated by you. If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If the payment fails we will re-attempt to debit your account.

## 2. AMENDMENTS BY US

2.1 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.

## 3. AMENDMENTS BY YOU

3.1 You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days notification by writing to: Taronga Foundation – Supporter Services PO Box 20 Mosman NSW 2088 OR by telephoning us on 02 9969 2777 during business hours OR arranging it through your own financial institution, which is required to act promptly on your instructions.

## 4. YOUR OBLIGATIONS

4.1 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.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;

(b) you may also incur fees or charges imposed or incurred by us; and

(c) 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.

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

## 5. DISPUTE

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 02 9969 2777 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for 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.

5.3 If we conclude as a result of our investigations 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 in writing.

## 6. 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.

## 7. CONFIDENTIALITY

7.1 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.

7.2 We will only disclose information that we have about you:

(a) to the extent specifically required by law; or

(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

## 8. NOTICE

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Taronga Foundation – Supporter Services PO Box 20 Mosman NSW 2088

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

8.3 Any notice will be deemed to have been received on the third banking day after posting.

## 9. PAYMENT TO TRADER

Taronga Conservation Society Australia has engaged Public Outreach Consultancy (Australia) Pty Ltd (ABN 20 122 460 440) to act as an agent to acquire pledge donors. Address all correspondence to Taronga Conservation Society Australia.

Details of Payment to Trader: Public Outreach Consultancy (Australia) Pty Ltd will receive a one-off amount for undertaking this fundraising activity on behalf of Taronga Conservation Society Australia and this will be paid within four months of receiving your first pledge. No additional payments will be made after the initial fee. Over the average period of the pledge, which has been calculated as five years, this amount will equal 25 % of the average pledge amount from all donors. Taronga Conservation Society Australia receives the remaining 75 % of the funds to undertake its vital program work. This is an ongoing appeal.

## 10. PRIVACY

Taronga Foundation respects, and is committed to protecting your privacy. Your personal information you provide will remain private and will only be used to keep you updated on our vital work. We do this through our newsletter, via mail, SMS and through separate mailings. We will mail you a receipt for your contributions during the financial year. As a supporter of Taronga Foundation, you can choose the type of contact that we have with you. It is your choice to receive any or just part of the above correspondence. We occasionally invite other like-minded organisations to write to our supporters. If you prefer not to receive such communications please contact Taronga Foundation. To change any aspect of the contact that we have with you, **please email, write or call Taronga Foundation – Supporter Services Team PO Box 20, Mosman NSW 2088 T 02 9969 2777 E supporter@zoo.nsw.gov.au**