

LIFEFLIGHT REGULAR GIVING TERMS AND CONDITIONS

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with LifeFlight Foundation ABN 63 618 170 184. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

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 a public holiday listed throughout Australia.
- **Debit day** means the day that payment by you is due to us.
- **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 LifeFlight Foundation, (the Debit User) you have authorised by requesting a Direct Debit Request.
- **You** means the customer who has signed or authorised by other means the Direct Debit Request.
- **Your financial institution** means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.

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.
- 1.3. 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 you are unsure about which day your account has or will be debited you should ask your financial institution.

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 (cancel) this agreement at any time by providing us with at least seven (7) day's notice prior to the 15th of the month by writing to:

LifeFlight Foundation

PO Box 5078, Robina QLD, 4230

OR

By emailing us at supporters@lifeflight.org.au or crew.mates@lifeflight.org.au

OR

By telephoning us on 1800 630 014 during business hours; or arranging it through your own financial institution, which is required to act promptly on your instructions.

* Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us of your new account details.

4. Your obligations

- 4.1. It is your responsibility to ensure that there are sufficient cleared 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 cleared funds in your account to meet a debit payment:
 - 4.2.1. You may be charged a fee and/ or interest by your financial institution: and

4.2.2. You must arrange for the debit payment to be made by another method or arrange for sufficient cleared 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. Disputes

5.1. If you believe there has been an error in debiting your account, you should notify us directly on 1800 630 014 and confirm that notice in writing as soon as possible to:

LifeFlight Foundation

PO Box 5078, Robina QLD, 4230

OR

By emailing us at supporters@lifeflight.org.au or crew.mates@lifeflight.org.au, 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 accordingly. We will also notify you in writing.

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:

- 6.1. With your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions;
- 6.2. Your account details you have provided to us are correct, by checking them against the recent account statement; and
- 6.3. 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 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:

7.2.1. To the extent specifically required by law; or

7.2.2. 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

LifeFlight Foundation

PO Box 5078, Robina QLD, 4230

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

8.3. If sent by mail, communications are taken to be received on the day they would be received in the ordinary course of post.

Privacy Statement

LifeFlight Foundation recognises the importance of safeguarding your personal information. By providing your mailing address, email or phone number, you are agreeing that LifeFlight Foundation can use it to keep you informed about future activities and events. If you would like to change your contact preferences in the future, please contact LifeFlight Foundation via the above-mentioned methods in clause 3. All communication addressed to us should include your full name and telephone number.

Direct Debit

I/ we have authorised LifeFlight Foundation, to arrange for funds to be debited from my/ our account at the financial institution identified and as prescribed through the Bulk Electronic Clearing System. This authorisation is to remain in force in accordance with terms described in the Direct Debit Service Agreement.

Credit Card

I understand that I am giving authority to debit my credit card with the donation amount shown, until I notify LifeFlight Foundation to cease making deductions.