

# Direct Debit Request Service Agreement

This agreement sets out the rights and responsibilities of you (the Customer) under the Direct Debit System.

1. This Direct Debit Request is to be used by the Customer for all Direct Debit Requests (including amendments or cancellations) from 31 March 2000.
2. The Customer must complete all details on the front of this form, including (but not limited to) the Date of Request, and the basis on which debits are to be made, ie from which account, amount of debit, frequency of debit, end date (if applicable).
3. Friends of Trinity Trust will initiate debits using the information provided on this form by the Customer. Friends of Trinity Trust will provide the Customer with not less than 14 days written notice of any variation to these Direct Debit arrangements.
- 4a. Any variation to this Direct Debit Request required by the Customer, including changes to the frequency of debits, the amount to be debited or bank account to be debited, must be advised to Friends of Trinity Trust by completing a Direct Debit Request form and marking the "Amendment to Previous Request" box. Friends of Trinity Trust will endeavour to process such variation within 10 business days from receipt.
- 4b. Any variation for an individual debit or cancellation of this Direct Debit Request required by the Customer must be given in writing to Friends of Trinity Trust. Friends of Trinity Trust will endeavour to process such variation within 10 business days from receipt.
5. Where debits fall due on a day that is not a business day, the debit will be processed on the first business day following such day.
6. Please note that Direct Debit is not available on all customer accounts. It is the responsibility of the Customer to check whether Direct Debit is available on the Customer's account.
7. It is the responsibility of the Customer to have sufficient clear funds available in the relevant account by the date the Debit will be processed, to permit the payment of debits. The Customer will pay any dishonour fees if there are insufficient funds in the Customer Account
8. In the event of any dispute regarding the Debit, the Customer must in the first instance contact Friends of Trinity Trust. This may be done in writing to 87 North Terrace, Adelaide, SA 5000 or by telephone on 08 8213 7300.
9. Where a dispute is initiated by the Customer, Friends of Trinity Trust will use its best endeavours to resolve the dispute promptly. If necessary, Friends of Trinity Trust will contact its Sponsoring Financial Institution, Adelaide Bank Limited (Bendigo Bank) to assist in the resolution of the dispute. If an amount has been incorrectly debited, this amount will be refunded to the Customer within 7 business days.



## Giving at Trinity Grove

### Supporting the work of the gospel at Trinity Grove and beyond

Trinity is only able to carry out its ministry in Adelaide thanks to the generosity of its people. Friends of Trinity Trust has been established to fund and support the ministry at Trinity Grove. Your generous donation can be made in one of the following ways:

#### Direct Debit

You complete the direct debit authority over the page to allow Trinity to debit an agreed amount from your bank account at an agreed frequency.

#### Credit Card

You authorise Trinity to debit an agreed amount from your credit card account on the 15<sup>th</sup> day of each month. (Please note that we are charged a fee if you use this facility).

#### Electronic Transfer (Direct Credit)

You arrange through your bank (often via the internet) to transfer funds from your account to ours.

|                |                                |
|----------------|--------------------------------|
| Account Name:  | Friends of Trinity Trust—Grove |
| Bank:          | Commonwealth Bank of Australia |
| BSB            | 065 000                        |
| Account Number | 12131260                       |

#### Collection Bag at Sunday Services

Gifts can also be made by placing cash or cheques in the collection bags which are passed around towards the end of our services.

Please make cheques payable to: **Friends of Trinity Trust**

If you require any further information please do not hesitate to contact Andrew Severin, Trinity Business Manager on 08 8213 7300 or via email [andrew.severin@trinity.org.au](mailto:andrew.severin@trinity.org.au)

# Debit Authorisation Form

To be completed for giving via Direct Debit or Credit Card

New
  Change
  Cancellation

## Step 1: Details

First Name(s) \_\_\_\_\_ Surname: \_\_\_\_\_  
 Company Name \_\_\_\_\_ ACN / ARBN \_\_\_\_\_  
 (if applicable) \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Suburb / Town \_\_\_\_\_ Postcode \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Phone: \_\_\_\_\_

## Step 2: Giving Details

### A. Giving Frequency

Weekly
  Quarterly  
 Fortnightly
  Yearly  
 Monthly (15th of each month)
  Once off

### B: Giving Amount (as per frequency above)

|                              | Amount          | Other (please specify) | Amount   |
|------------------------------|-----------------|------------------------|----------|
| Friends of Trinity Trust:    | \$ _____        |                        | \$ _____ |
| Trinity Network Growth Fund  | \$ _____        |                        | \$ _____ |
| MAP—Jack Page                | \$ _____        |                        | \$ _____ |
| <b>Total amount of Debit</b> | <b>\$ _____</b> |                        |          |

## Step 4: Debit Options (complete Part A for Direct Debit or Part B for Credit Card)

Please commence my/our debit on \_\_\_\_/\_\_\_\_/\_\_\_\_

### A Direct Debit My Bank Account (according to the frequency and amount specified in Steps 2 & 3.)

Name of Financial Institution: \_\_\_\_\_  
 Name of Account to be debited \_\_\_\_\_  
 BSB \_\_\_\_-\_\_\_\_/\_\_\_\_-\_\_\_\_ Account Number: \_\_\_\_\_

Note: Direct debiting is not available on the full range of accounts. If in doubt, please refer to your Financial Institution. Please ensure that your account details are correct (please do not copy account numbers from cheque accounts).

OR

### B Debit my Credit Card (according to the frequency and amount specified in Steps 2 & 3)

Card Type
  Visa
  MasterCard
  AMEX

Card Holder's Name: \_\_\_\_\_

Card Number  
 [ ][ ][ ][ ] [ ][ ][ ][ ][ ] [ ][ ][ ][ ][ ][ ] [ ][ ][ ][ ][ ][ ][ ][ ]

Expiry \_\_\_\_/\_\_\_\_

## Step 5: Authorisation

Your signature indicates you authorise Friends of Trinity Trust (User ID number 079475), until further notice in writing, to be debit your nominated bank account or credit card as per the giving options and schedules in Steps 2 & 3 of this form. It also indicates that you have read and understood the Direct Debit Request Service Agreement on the back page of this document. It also indicates that you are prepared to pay any dishonour fees if there are insufficient funds in your account.

(Note: If joint account, all signatures may be required)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to: Friends of Trinity Trust  
87 North Terrace, Adelaide 5000,

Please mark the envelope "Friends of Trinity Trust - PRIVATE & CONFIDENTIAL".  
This form can be used to give money to Friends of Trinity Trust and, through it, to other nominated ministries.