



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 The National Trust of Australia (NSW), (**User ID No: 123666**) 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 membership subscription, your subscription renewal, or other amount specified by you.

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur within 14 days.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following 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 amount to be drawn inclusive of GST, the nature of the drawing, i.e. subscription, donation etc, the expected drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please telephone the membership office during office hours Monday to Friday on:
(02) 9258 0156

YOUR RIGHTS

CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, please telephone the membership office during office hours Monday to Friday on **(02) 9258 0156** or **(02) 9258 0123**. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Canceling the DDR completely

ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 14 working days prior to the next scheduled drawing date. To enable us to attend to your enquiry effectively please quote your National Trust **member number** in all communications addressed to us.

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 by contacting the membership office immediately by telephone on **(02) 9258 0156** or **(02) 9258 0123**.
- 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 dishonored by your financial institution, the membership office will contact you by telephone and in writing and arrange to re-draw the dishonored amount. Any transaction fees payable by us in respect of the above will be added to the amount redrawn. Your membership card will be sent to you upon confirmation from our bank that the drawing has been accepted and paid.