

Contributor 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 Assyrian Aid Society Australia Inc. (USER ID 125763) 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 you wish to donate to assist Assyrian people in Bet-Nahrain.

DRAWING ARRANGEMENTS

The first drawing under this Direct Debit arrangement will occur on the first day of every month or the day of the month you wish to nominate. 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 or by telephone when changes to the initial terms of the arrangements are made. This notice will include any changes made to the initial terms. If you wish to discuss any changes to the initial terms, please contact: info@assyrianaidssociety.org

YOUR RIGHTS: CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us at info@assyrianaidssociety.org. These changes may include deferring the drawing, altering the schedule, suspending the DDR, cancelling the DDR completely.

INQUIRIES

Direct all inquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your account number. All personal information held by us will be kept confidential except that your information will be provided to our financial institution to initiate the drawing from 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 us at:

info@assyrianaidssociety.org

If you do not receive a satisfactory response from us regarding your dispute, contact your financial institution who will respond to your claim:

either, within 7 business days (for claims lodged within 12 months of the dispute 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 cannot 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).
- That on the drawing date there is sufficient cleared funds in the nominated account.
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you to let you know what has occurred and, as we will be paying a default fee as a result of any failed direct debit, we will request that you ensure the smooth passage of future donations.