



DIRECT DEBIT REQUEST – CHANGE OF DETAILS

To Australian Wildlife Conservancy,

I/We have changed the financial institution account from which my/our regular direct debit payment is deducted for my/our monthly/annual donation of \$_____ to Australian Wildlife Conservancy.

With immediate effect, please amend your records to make sure all future payments are deducted from the following account:

Financial Institution: _____

Account Number: _____

BSB: _____

Account Name: _____

I/We acknowledge that this Direct Debit arrangement is governed by the terms of the “Monthly Direct Debit - Client Service Agreement” received from Australian Wildlife Conservancy and that I/We are authorised to operate the account represented by the BSB and Account Number shown immediately above.

Debit User ID Number: 144783

Signed:

Printed Name (In full):

Dated: ____ / ____ / ____

Address: _____

State: _____ Postcode: _____

Telephone: _____ Email: _____

Please return this form to:
Australian Wildlife Conservancy
PO Box 1239
Subiaco WA 6904



Monthly Direct Debit Client Service Agreement

Australian Wildlife Conservancy ("our", "we" or "us"),
ABN 36 068 572 556

Contact details Phone: (08) 6478 9790
Post: PO Box 1239, Subiaco WA 6904
Email: donations@australianwildlife.org

Our Commitment to You, Drawing Arrangements:

1. We will advise you, in writing, the details of your monthly donation to Australian Wildlife Conservancy (amount, frequency, commencement date) at least 3 calendar days prior to the first drawing. Thereafter each drawing will be made on the 15th day of each month (or part thereof as specified).
2. Where the due date falls on a non-business day, the drawing will be made on the next working day.
3. We will not change the amount or frequency of drawings arrangements without your prior approval.
4. We reserve the right to cancel your monthly donation to Australian Wildlife Conservancy if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternative payment method.
5. We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.
6. We will promptly respond to any concerns you may have about amounts debited to your account.
7. We will send a receipt within 45 days of the conclusion of the financial year summarising your entire year's gifts for tax purposes.

Your Rights:

1. You may terminate your monthly donation to Australian Wildlife Conservancy at any time by giving written notice directly to us (PO Box 1239 Subiaco WA 6904), by phone (08 6478 9790), by email (donations@australianwildlife.org), or through your nominated Financial Institution. Notice given to us should be received by us at least 5 business days prior to the due date.
2. You may request a change to the donation amount, frequency and/or pause your monthly donations by contacting us on (08) 6478 9790 or at donations@australianwildlife.org and advising your requirements no less than 5 business days prior to the due date.
3. Where you consider that a drawing has been initiated incorrectly (outside the monthly donation to Australian Wildlife Conservancy arrangements) you may take the matter up directly with us on (08) 6478 9790, or lodge a Direct Debit Claim through your nominated Financial Institution.

Your commitment to us, Your responsibilities:

1. It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date. (You may be charged a fee by your Financial Institution if the account details are incorrect or there are insufficient funds in the nominated account when we attempt to deduct donations.)
2. It is your responsibility to ensure that the authorisation given to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where your account is based.
3. It is your responsibility to advise us if the account nominated for transactions with the Australian Wildlife Conservancy Fund is transferred or closed.
4. It is your responsibility to arrange a suitable alternative payment method with us if the Australian Wildlife Conservancy Fund drawing arrangements are cancelled either by yourselves or by your nominated Financial Institution.
5. Please enquire with your Financial Institution if you are uncertain whether direct debit functions are available on your account. (You may be charged a fee by your Financial Institution if the direct debit facility is not available on your account.)