

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between The Bible League Inc (User Name) (User I.D. No 121413) 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 the specified project chosen by you.

Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on the date nominated by you on the attached form.
- 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 any changes to the initial terms.
- If you wish to discuss any changes to the initial terms please contact our Donor Relations Officer on 02-4731 6599 or 1800 800 937 between the hours of 9am to 4pm (Mon - Fri)

YOUR RIGHTS**Changes to the Arrangement**

If you want to make changes to the drawing arrangements, contact our Donor Relations Officer on 02-4731 6599 or 1800 800 937 between the hours of 9am to 4pm (Mon to Fri). These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely; or
- disputing any debit

Enquiries

Direct all enquiries 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 Name, Address, Contact Phone Number and the changes you would like to make to your schedule.

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 our Donor Relations Officer on 02-4731 6599 or 1800 800 937 between the hours of 9am to 4pm (Mon - Fri)
- 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 dishonoured by your financial institution we will notify you in writing and until otherwise notified cancel any further transactions. Any transaction fees payable by us in respect of the above will be considered a loss unless notified by you to add them to the next debit from your account.

Direct Debit Request (DDR)

REQUEST FOR DEBITING AMOUNTS TO ACCOUNTS BY THE DIRECT DEBIT SYSTEM

Date:

The Bible League Incorporated
PO Box 714
PENRITH NSW 2751

Dear Sir/Madam,

I/We request you The Bible League Inc. (User Name) (User I.D. No 121413) to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

Customer Name:

Customer Address:

..... Postcode

.....
Signature of Customer - if joint account all signatures are required.

THE SCHEDULE

Bank Name:

Bank Branch:

(where your account is held)

Account Name:

BSB No: Account Number

(N.B. Direct Debiting is not available on the full range of accounts. If in doubt, please refer to your Bank/Financial Institution)

Please circle the month in which you would like debiting to begin:

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

Please circle the date on which you would like to be debited: 5 10 15 20 25

Please debit \$ (minimum \$10) from the above account to be used for:

Monthly WordSharing Partner

- Bibles for Persecuted Christians
- Bibles for Children
- Scriptures (Where most needed)
- Administration