



youngcare DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

Thank you for your donation to Youngcare via a monthly Direct Debit from your nominated account.

Donations of \$2 and over are Tax Deductible.

Please take a moment to read the terms and conditions of the DDR Service Agreement below.

If you have any questions, please do not hesitate to contact the Youngcare office on (07) 3041 3400, or fundraising@youngcare.com.au.

DEFINITIONS

ACCOUNT means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

AGREEMENT means this Direct Debit Request Service Agreement between you and us.

BUSINESS DAY means a day other than Saturday or a Sunday or a public holiday listed throughout Australia.

TRANSACTION DATE means the day that payment by you to us is due. DIRECT DEBIT REQUEST means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).

YOUNGCARE means the fundraising program and collection account owned and operated by Youngcare.

US OR WE means Youngcare, the Debit User you have authorised by signing a direct debit request.

YOU means the supporter who signed the direct debit request.

YOUR FINANCIAL INSTITUTION is the financial institution where you hold the account that you have authorised us to arrange to debit.

DDR's

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

Changing your DDR Authority

We will provide you with 14 days notice if we wish to change any of the details on which the basis of your DDR Authority is processed. (For example, if we change the day of processing or the date on which the amount of your DDR is calculated).

Stopping or Cancelling your DDR

You may stop, cancel, alter or defer your DDR at any time by contacting your financial institution or by providing at least 14 Business Days written notification to:-

Postal: **Youngcare**
PO BOX 725
SPRING HILL QLD 4000

Email: fundraising@youngcare.com.au

DDR Dispute Resolution

If you wish to dispute a DDR transaction that we have processed you should contact us at:

Mail: **Youngcare**
PO BOX 725
SPRING HILL QLD 4004

Telephone: 1300 968 642

Email: fundraising@youngcare.com.au

Alternatively you may dispute a DDR transaction by contacting your Financial Institution.

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you should contact the financial institution that holds your account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction date was authorised by you.

If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 dates of the date of your claim.

If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

Non Business Days

If your DDR falls due on a weekend or public holiday we will process it on the next working day.

Clear Funds

You should ensure that you have sufficient funds in your account to enable the DDR to be honoured by your financial institution.

Your Privacy

We would not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

Your Account

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts.

You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

If you wish to make inquiries about your DDR you can contact us at:

Mail: **Youngcare**
PO BOX 725
SPRING HILL QLD 4004

Telephone: 1300 968 642

Email: fundraising@youngcare.com.au