



The Fred Hollows Foundation

The Fred Hollows Foundation Miracle Club

Direct Debit Service Agreement

I/we authorise The Fred Hollows Foundation (user ID 127879) to arrange for funds to be debited from my/our account at my/our financial institution and as prescribed through the Bulk Electronic Clearing System. I/We must pay the Debit User (The FHF) when due under the arrangement between us. This authority with the terms described in the service agreement below is to remain in force until further notice in writing.

The Fred Hollows Foundation commitment to you

We will:

- Keep information confidential, except where permitted by law or required for conducting direct debits with your financial institution and for a related query, dispute or claim.
- Confirm the details of the direct debit arrangement prior to the first drawing and advise the commencement date of the first drawing.
- Debit your nominated financial institution account on the 15th or 28th (or the next business day), of each month.
- Reattempt unsuccessful credit card debits within 15 days of original drawing date.
- In the instance that you will not be charged a dishonour fee by your financial institution, we may reattempt an unsuccessful bank account direct debit within 15 days of original drawing date.
- Give you at least 10 days notice before we change the terms of the debit agreement.

Your commitment to The Fred Hollows Foundation. It is your responsibility to:

- Ensure your nominated account can accept direct debit as it is not available on every account. If unsure, ask your financial institution.
- Ensure there are sufficient clear funds available in the nominated account to meet each debit on the due date. If the transaction is returned unpaid, we will contact you seeking your instructions. Any dishonored fees payable by The Foundation will be added to your next months drawing.
- Advise us in writing at least 10 working days prior to the direct debit date, if the nominated account is transferred or closed, the account details change or if you would like to defer, cancel or alter the arrangement.
- Direct all enquiries to us rather than your financial institution and allow at least 10 working days prior to the next scheduled contribution date.
- All communication addressed to us should include your name, address and Miracle Club number (if known).

Your rights

If you want to make changes to the drawing arrangements, contact us or if you have any queries please contact our Supporter Services Team on 1800 352 352 or write to us at The Fred Hollows Foundation Locked Bag 5021, ALEXANDRA NSW 2015 or email: miracles@hollows.org

Disputes

If you believe that a drawing has been initiated incorrectly contact The Fred Hollows Foundation Supporter Services Team on 1800 352 352. You will receive a full refund of the drawing amount if we cannot substantiate the reason for the drawing.

Privacy and Confidentiality

We adhere to the Privacy Act 1988, including the National Privacy Principles, when we collect, use, disclose, store, provide access to, or otherwise deal with your personal information (including details in your direct debit request).

Any information you provide The Fred Hollows Foundation will be treated in the strictest of confidence and will be used by The Fred Hollows Foundation in connection with the administration of your pledge. The Fred Hollows Foundation will send you a "Welcome Pack" and confirm your first gift as well as ongoing appeal updates. If for any reason you do not wish to receive appeal updates, please write to The Fred Hollows Foundation Supporter Services Team at the address below.

Supporter Services Team

Reply Paid 84932, ALEXANDRIA NSW 2015
Level 2, 61 Dunning Avenue, ROSEBERY NSW 2018
Phone: 1800 352 352 Fax: 02 8741 1998
Email: miracles@hollows.org