

Image credit: Doug Gimesy

## Become a Green Action Partner and protect Victoria's precious environment.

I would like to make a monthly gift of: (All donations over \$2 are tax-deductible.)

\$10     \$15     \$25     \$35     \$50     \$ \_\_\_\_\_  
My choice

Please choose a form of payment:

**Credit Card**

I understand the chosen monthly amount will be debited from my credit card on the first of every month until I advise Environment Victoria to cease my donation.

Type of card (please choose one)

Visa     MasterCard     Amex

Card number

Name on card

Expiry date

Signature

**Direct Debit**

I request Environment Victoria to arrange for funds to be debited from my nominated cheques/saving account at the nominated financial institution according to the above Drawing Details and in accordance with the DDR Customer Service Agreement (see over) until instructed otherwise and I authorise the Financial Institution to release information allowing Environment Victoria to verify the account details below.

Account name

Bank and branch

BSB

Account number

Signature

Date

### My Contact Details

Please complete and return this form to:

Environment Victoria  
Reply Paid 12575  
ABECKETT STREET VIC 8006

*All donations over \$2 are tax-deductible.  
A tax receipt will be issued to the address above.*

Title:	First name:
Last name:	
Address:	
Suburb:	
State:	Postcode:
DOB:	Mobile:
Home ph:	Work ph:
Email:	

**Thank you for your generous support.**

Personal information is collected to process donations, issue tax receipts and keep you updated about our work. Please contact us at the address below if you wish to limit the use of your personal information or stop receiving direct marketing material from Environment Victoria. Our privacy policy is available at [environmentvictoria.org.au/privacy](http://environmentvictoria.org.au/privacy) and outlines how you can access or correct your personal information, who we disclose your personal information to (including overseas recipients) and how you can lodge a complaint.

Please tick if you do NOT want to receive communications from other organisations. Occasionally we allow like-minded organisations to contact you with information that may be of interest to you, including organisations outside Australia. Those organisations allow us to do the same and this way we can reach more people with vital information.

PO BOX 12575 A'BECKETT STREET, VICTORIA, AUSTRALIA 8006 LEVEL 2, 60 LEICESTER STREET, CARLTON, VICTORIA, AUSTRALIA 3053

Tel (03) 9341 8100 Email: [admin@environmentvictoria.org.au](mailto:admin@environmentvictoria.org.au) [www.environmentvictoria.org.au](http://www.environmentvictoria.org.au) ABN 84 495 053 605 Reg No A0023095M



# Your Direct Debit Request (DDR) Service Agreement

The following is your Direct Debit Service Agreement with Environment Victoria (ABN 84 495 053 605). The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

## 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.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between us and you.

**us** or **we** means Environment Victoria (the Debit User) you have authorised by signing a Direct Debit Request.

**you** means the customer who has signed or authorised by other means the Direct Debit Request.

**your financial institution** means the financial institution nominated by you on the DDR at which the account is maintained.

## 1. Debiting your account

**1.1** By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

**1.2** We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

Or

We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

**1.3** If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

## 2. Amendments by us

**2.1** We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

## 3. Amendments by you

**3.1** You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days notification by writing to:

Environment Victoria, PO Box 12575,  
A'Beckett St, VIC, 8006

Or

By telephoning us on 9341 8100 during business hours;

Or

Arranging it through your own financial institution.

## 4. Your obligations

**4.1** It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

**4.2** If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;

(b) you may also incur fees or charges imposed or incurred by us; and

(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

**4.3** You should check your account statement to verify that the amounts debited from your account are correct

**4.4** If Environment Victoria is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay Environment Victoria on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## 5. Dispute

**5.1** If you believe that there has been an error in debiting your account, you should notify us directly on 9341 8100 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct.

**5.2** If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

**5.3** If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

## 6. Accounts

You should check:

(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions

(b) your account details which you have provided to us are correct by checking them against a recent account statement; and

(c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

## 7. Confidentiality

**7.1** We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

**7.2** We will only disclose information that we have about you:

(a) to the extent specifically required by law; or

(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

## 8. Notice

**8.1** If you wish to notify us in writing about anything relating to this agreement, you should write to:

Environment Victoria  
PO Box 12575  
A'Beckett St  
VIC, 8006

**8.2** We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

**8.3** Any notice will be deemed to have been received on the third banking day after posting.