



The purpose of this form is for you to authorise Real Life Christian Church to transfer funds from your nominated bank, building society or credit union account, into an investment held by the church.

Request and Authority to debit the account named below to pay Real Life Christian Church:

New request     
  Amendment to existing request     
  Authority number (if known)

**Personal Details**

Surname or company name      
 Given Names or ABN  ("you")

request and authorise Real Life Christian Church ("RLCC") (Direct Debit User - APCA ID 461803) to process any amount RLCC deems to debit, until further notice in writing, and to debit my account at the financial institution identified below through the Bulk Electronic Clearing System (BECS) subject to the terms and conditions of the Direct Debit Request Service Agreement. I also authorise the Debit User to verify (if required) the details of the account with my financial institution identified below.

**Financial institution from which money is to be debited**

Name of financial institution      
 Address

postcode

**Account details to be debited**

Account Name      
 BSB number  -

Account Number

**Debit amount and frequency**

Amount to be debited  \$     
 Amount in words

Weekly     
 Fortnightly     
 Monthly

**Acknowledgement and signature of the cardholder(s)**

I acknowledge that I have read and understood the Direct Debit Request Service Agreement and understand the terms and conditions under which this Direct Debit Agreement is made between you and Real Life Christian Church.

Signature <input style="width: 90%;" type="text"/> Name <input style="width: 90%;" type="text"/>	Signature <input style="width: 90%;" type="text"/> Name <input style="width: 90%;" type="text"/>
Address <input style="width: 90%;" type="text"/> Postcode <input style="width: 30%;" type="text"/>	Phone <input style="width: 90%;" type="text"/> Email <input style="width: 90%;" type="text"/>

Please return to Real Life Christian Church: PO Box 239, Springwood, QLD, 4127      Date

Office use only	Received	Authority no.	BSB checked	Input	Letter	
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# Real Life Christian Church Direct Debit Service Agreement

## 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 a Saturday or Sunday or a national public holiday.

**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 you and us.

**Direct Debit User** means Real Life Christian Church—(Direct Debit User APCA ID 461803)

**Us or we** means Real Life Christian Church ("RLCC") ABN: 84 836 437 495 that you have authorised by signing a Direct Debit Request.

**You** means the customer 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.

## Debiting your account

By signing a Direct Debit Request 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.

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

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

## Changes by us

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. We reserve the right to cancel the Direct Debit Request if three or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternative payment method.

## Changes by you

If you wish to stop or defer a debit payment, you must notify us in writing at least seven (7) days before the next debit day. This notice should be given to us in the first instance. You can also contact your nominated financial institution.

You may cancel your authority for us to debit your account at any time by giving us seven (7) days notice in writing before the next debit day. This notice should be given to us in the first instance.

You may otherwise change the arrangement under a Direct Debit Request by notifying us in writing at least seven (7) days before the next debit day. It is your responsibility to advise us if the account nominated by you to receive the debit is transferred or closed.

## Your obligations

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.

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

- you may be charged a fee and/or interest by your financial institution
- you may also incur fees or charges imposed or incurred by us
- 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.

If you wish to cancel the Direct Debit Request, it is your responsibility to arrange with us a suitable alternative payment method.

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

If RLCC is liable to pay Goods and Services Tax (GST) on a supply made by RLCC in connection with this Agreement, you agree to pay RLCC on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## Disputes

If you believe that there has been an error in debiting your account, you should notify us directly by telephone on (07) 3387 5777 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

If we conclude, as a result of our investigations, that your account has been incorrectly debited we will request 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.

If we conclude, as a result of our investigations, that your account has not been incorrectly debited we will provide you with reasons and any evidence for this finding.

Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to your financial institution that will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## Accounts

### You should check

- 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
- your account details which you have provided to us are correct by checking them against a recent account statement
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

## Confidentiality

We will keep any information (including your account details) in your Direct Debit Request confidential between RLCC and yourself. By completing this Direct Debit Request form, you agree to RLCC collecting and using the personal information you give us, to enable us to provide to you with information and to communicate with you regarding your Direct Debit arrangements. If you have any concerns about how we will use the information, or wish to amend your personal details, please write to us at the address shown on this form.

## Notice

If you wish to notify us in writing about anything relating to this Agreement (apart from changes as above), you should write to:

Real Life Christian Church  
PO Box 239  
Springwood, QLD, 4127

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request. Any notice will be deemed to have been received two business days after it is posted.

