

Requests and Authority to debit the credit card named below to pay Jack's Butterflies Ltd.

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| Request and Authority to debit | <p>Your Surname or company name _____</p> <p>Your Given names or ABN/ARBN _____ “you”</p> <p>Request and authorise Jack’s Butterflies Ltd. Biller Code 1582501 to arrange, through its own financial institution, a debit to your nominated credit card the amount nominated by you.</p> <p>This debit or charge will be made through Bpoint from your credit card you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p> |
| Your Contact Details | <p>Address: _____</p> <p>_____</p> <p>Email Address: _____</p> <p>Mobile Number: _____</p> |
| Insert details of credit card to be debited | <p>Name on the Card _____</p> <p>Card Number _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ </p> <p>Expiry Date _ _ - _ _ CVV _ _ _ Visa _ Mastercard _ </p> |
| Specify amount and frequency of your donation | <p>Frequency of debit: _ weekly _ fortnightly on a _____ (day)</p> <p style="padding-left: 150px;"> _ monthly on the _____ (no) day of every month</p> <p>Date the Direct Debit is to commence: _ _ - _ - _ _ _ _ </p> |
| Acknowledgement | By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you have understood and agreed to the terms and conditions governing the debit arrangements between you and Jack’s Butterflies Ltd. as set out in this Request and in your Direct Debit Request Service Agreement. |
| Signature of card holder (if required) | <p>Signature _____ Date ____ / ____ / ____</p> <p>(if signing for a company, sign and print full name and capacity for signing eg. Director)</p> <p>Name _____ Position _____</p> |

07 3359 9004
www.jacksbutterflies.com.au
accounts@jacksbutterflies.org.au

PO Box 3066
CHERMSIDE WEST QLD

DIRECT DEBIT REQUEST – SERVICE AGREEMENT

This is your Direct Debit Service Agreement with **Jack's Butterflies Ltd**. It explains 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.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

1. Debiting your account

- 1.1 By signing a **Direct Debit Request**, **you** have authorised **us** to arrange for funds to be debited from **your nominated credit card** according to the **agreement we** have with **you**.
- 1.2 If the payment due date falls on a public holiday, the payment will be posted to the credit card account on the next **business day**.
- 1.3 **We** collect the information on this form in order for us to manage your **Direct Debit Request** and will keep these details private unless this information is required by us to investigate a claim made on us relating to an alleged incorrect or wrongful debit, or as otherwise required by law. For further information on our privacy and information handling practices, please refer to our Privacy Policy that can be found on **our** website or you can request a copied emailed to **you**.
- 1.4 **We** will only arrange for funds to be debited from **your credit card** 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.
- 1.5 Please ensure that you have sufficient funds in **your** nominated credit card when payments are to be debited. If **you** do not have sufficient funds, the transaction will be rejected, and a dishonour fee may be charged to **your** credit card.

2. Enquiries

- 2.1 If **you** believe there has been an error in debiting our **credit card**, **you** should call **us** on 07 3359 9004 and confirm the details in writing with us as soon as possible so that **we** can resolve your query quickly. Send written correspondence to:
 Jack's Butterflies – Accounts Officer
 PO Box 3066,
 Chermside West QLD 4032
 Or via email to accounts@jacksbutterflies.org.au
- 2.2 If **our** investigations show that your **account** has been incorrectly debited **we** will arrange for **your financial institution** to adjust your **credit card** accordingly. **We** will also notify **you** in writing of the amount by which your **credit card** has been adjusted.
- 2.3 If **our** investigations show that your **credit card** has not been incorrectly debited, **we** will respond to your query by providing you with reasons and copies of any evidence for this finding.

3. Changes by us

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

4. Changes by you

You may cancel, request deferment of, or alteration to, your authority for **us** to charge your **credit card** at any time by giving **us** 10 **business days** notice in writing before the next debit payment to be made. This notice should be given to **us** in the first instance. Send written correspondence to either address listed in 2.1.

5. 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 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 and **we** and **our** means **Jack's Butterflies Ltd. ABN 28 619 837 482** (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

you and **your** 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.