

## UPDATE DETAILS – CREDIT CARD OR DIRECT DEBIT

### My Details:

Information you provide will be stored securely by Oxfam Australia and not sold on to any third party. Our privacy statement is available online at [www.oxfam.org.au/privacy](http://www.oxfam.org.au/privacy) or by calling us on 1800 088 110.

Title \_\_\_\_\_ First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Postal Address \_\_\_\_\_  
Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_  
Ph(bus) \_\_\_\_\_ Ph (home) \_\_\_\_\_ Ph (mob) \_\_\_\_\_  
Email \_\_\_\_\_ Date of birth \_\_/\_\_/\_\_\_\_  
Con ID \_\_\_\_\_

### PLEASE UPDATE ONE OF THE PAYMENT OPTIONS BELOW

I would like to pay by Credit Card

Visa  MasterCard  Amex  Diners

Card No. \_\_\_\_\_ Expiry date \_\_/\_\_/\_\_

Name on card \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

*Note: Credit card payments may occasionally be debited later than the 10<sup>th</sup> of the month due to bank processing changes.*

I would like to pay by Direct Debit

Request and Authority to debit the account named below to pay Oxfam Australia

*I, Full Name \_\_\_\_\_ request and authorise Oxfam Australia User ID 7334 to arrange for any amount Oxfam Australia may debit or charge through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).*

Financial institution name \_\_\_\_\_

Address of branch \_\_\_\_\_

BSB number \_\_\_\_\_

Name of account \_\_\_\_\_

Account number \_\_\_\_\_

By signing this Direct Debit you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Oxfam Australia as set out in this Request and in your Direct Debit Request Service Agreement available at [www.oxfam.org.au/donate/donation-forms](http://www.oxfam.org.au/donate/donation-forms)

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please print completed form and return it to:

Oxfam Australia

132 Leicester Street, Carlton VIC 3053 Australia

Tel 1800 088 110 Fax +61 3 9347 1983 Email [supporter@oxfam.org.au](mailto:supporter@oxfam.org.au)

[www.oxfam.org.au](http://www.oxfam.org.au)

**Thank you for helping Oxfam Australia work for a just world without poverty.**

Oxfam Australia is a Public Benevolent Institution. ABN 18 055 208 636.

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

### OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Oxfam Australia ABN 18 055 208 636 (User ID 7734) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

#### Initial terms of the arrangement:

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount as a donation to Oxfam Australia.

#### Drawing arrangements:

- If any drawing falls on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice when changes to the initial terms of the arrangement are made.
- If you wish to discuss any changes to the initial terms, please contact us on Freecall 1800 088 110 or email [supporter@oxfam.org.au](mailto:supporter@oxfam.org.au) Please note, that we need to be informed of any changes at least three (3) business days prior to the next drawing date.

### YOUR RIGHTS

#### Changes to the arrangement:

If you want to make changes to the drawing arrangements, please contact us on Freecall 1800 088 110 or email [supporter@oxfam.org.au](mailto:supporter@oxfam.org.au) Please note, that we need to be informed of any changes at least three (3) business days prior to the next drawing date. These changes may include:

- Deferring the drawing (*Note: we can only defer to the next scheduled drawing date, we cannot draw on a date other than the 10<sup>th</sup> or the next business day of the month*)
- Altering the schedule
- Stopping an individual direct debit
- Suspending the DDR
- Cancelling the DDR completely

**NATIONAL OFFICE**  
132 Leicester Street  
Carlton VIC 3053 Australia

Tel +61 3 9289 9444 Fax +61 3 9347 1983

[www.oxfam.org.au](http://www.oxfam.org.au)

### Enquiries:

Direct all enquiries to us, rather than to your financial institution, these should be made at least three (3) business days prior to the next scheduled drawing date. All communication to us should include your Supporter ID and full name and address details.

Your personal information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

### Disputes:

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us on Freecall 1800 088 110, or emailing [supporter@oxfam.org.au](mailto:supporter@oxfam.org.au)
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - Within five (5) business days (for claims lodged within 12 months of the disputed drawing)
  - Within 30 business days (for claims lodged more than 12 months after the disputed drawing).
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

## YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this); and
- That on the drawing date there is sufficient cleared funds for the nominated amount; and
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, you are responsible for any fees and/or interest your financial institution may charge you.