

# Direct Debit Request Service Agreement

This agreement sets out the rights and responsibilities of you (the Customer) under the Direct Debit System.

1. This Direct Debit Request is to be used by the Customer for all Direct Debit Requests (including amendments or cancellations) from 31 March 2000.
2. The Customer must complete Steps 2, 3, 4A & 5 of this form.
3. Friends of Trinity Trust will initiate debits using the information provided on this form by the Customer. Friends of Trinity Trust will provide the Customer with not less than 14 days written notice of any variation to these Direct Debit arrangements.
- 4a. Any variation to this Direct Debit Request required by the Customer, including changes to the frequency of debits, the amount to be debited or bank account to be debited, must be advised to Friends of Trinity Trust by completing a Direct Debit Request form and marking the "Amendment to Previous Request" box. Friends of Trinity Trust will endeavour to process such variation within 10 business days from receipt.
- 4b. Any variation for an individual debit or cancellation of this Direct Debit Request required by the Customer must be given in writing to Friends of Trinity Trust. Friends of Trinity Trust will endeavour to process such variation within 10 business days from receipt.
5. Where debits fall due on a day that is not a business day, the debit will be processed on the first business day following such day.
6. Please note that Direct Debit is not available on all customer accounts. It is the responsibility of the Customer to check whether Direct Debit is available on the Customer's account.
7. It is the responsibility of the Customer to have sufficient clear funds available in the relevant account by the date the Debit will be processed, to permit the payment of debits. The Customer will pay any dishonour fees if there are insufficient funds in the Customer Account
8. In the event of any dispute regarding the Debit, the Customer must in the first instance contact Friends of Trinity Trust. This may be done in writing to 87 North Terrace, Adelaide SA 5000 or by telephone on 08 8213 7300.
9. Where a dispute is initiated by the Customer, Friends of Trinity Trust will use its best endeavours to resolve the dispute promptly. If necessary, Friends of Trinity Trust will contact Adelaide Bank Limited (Sponsoring Financial Institution) to assist in the resolution of the dispute. If an amount has been incorrectly debited, this amount will be refunded to the Customer within seven business days.
10. This Direct Debit Request will be held by Friends of Trinity Trust and will at all times be treated confidentially. In the event of a dispute, details of the Direct Debit Request may be provided to Adelaide Bank Limited (Sponsoring Financial Institution), for the sole purpose of resolving any dispute.



## Supporting the work of the gospel at Trinity Hills and beyond

The ministry of Trinity Hills is supported almost entirely by its members. We receive no financial assistance from the Anglican diocese, nor do we have significant income generating investments. Our ongoing ministry relies week to week on the generosity of members.

Your generous donation to support the ministry of Trinity can be made in one of the following ways:

### 1. Electronic Transfer (Direct Credit)

You arrange through your bank (often via the internet) to transfer funds from your account to ours.

Account Name:	Friends of Trinity Trust - Hills
Bank:	Commonwealth Bank of Australia
BSB:	065 000
Account Number:	1174 1155

### OR 2. Credit Card

You complete the credit card authority over the page (steps 2 to 5) to allow Trinity to debit an agreed amount from your credit card on the 15th day of each month.

### OR 3. Direct Debit

You complete the direct debit authority over the page (steps 2 to 5) to allow Trinity to debit an agreed amount from your bank account at an agreed frequency.

### OR 4. Envelopes (Cash or Cheque)

You can obtain regular giving envelopes by contacting the Trinity City office on 08 8213 7300 or by completing a Contact Card (located in the leaflets) at one of our services.

Please make cheques payable to 'Friends of Trinity Trust'.

The money you put in the envelope goes to Trinity, except for 16.75% which is paid as an assessment required by the Anglican Diocese of Adelaide. If you would prefer your gift to go to Trinity, then write the letters "FTT" on the envelope. You can also direct a portion of your gift to go to other ministries.

### OR 5. Collection Bags (Offering Bags)

Gifts can also be made by placing cash or cheques in the collection bags which are passed around towards the end of our services. Unless you indicate otherwise, 16.75% of your gift will go to the Diocese of Adelaide.

### Step 1: General Details

Date: \_\_\_\_\_

New       Amendment to Previous Request       Cancellation

**If you are giving via credit card or direct debit, you can complete steps 2 to 5 to adjust your giving.**

### Step 2: Details

First Name(s): \_\_\_\_\_ Surname: \_\_\_\_\_

Company Name: \_\_\_\_\_ (if applicable)      ACN / ARBN: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb / Town: \_\_\_\_\_ Postcode: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

### Step 3: Giving Details

#### Part A: Frequency

Weekly       Fortnightly       Monthly (15<sup>th</sup> of month)  
 Quarterly       Yearly       Once off

#### Part B: Amount (As per frequency above)

	Amount	Other (please specify)	Amount
Regular Giving (Friends of Trinity Trust:)	\$ _____	.....	\$ _____
Trinity Network Growth Fund	\$ _____	.....	\$ _____

Trinity Hills is in partnership with the following mission organisations who encourage you to contact them directly regarding financial support:

- **Church Missionary Society (CMS)** - [www.cms.org.au](http://www.cms.org.au)
- **TEAR Australia** - [www.tear.org.au](http://www.tear.org.au)
- **Evangelical Students (AFES)** - [www.afes.org.au](http://www.afes.org.au)
- **Bible College South Australia (BCSA)** - [www.biblecollege.sa.edu.au](http://www.biblecollege.sa.edu.au)
- **City Bible Forum (CBF)** - [www.citybibleforum.org/city/adelaide](http://www.citybibleforum.org/city/adelaide)

### Step 4: Giving Options (if giving via credit card or direct debit)

Please commence my / our debit on \_\_\_ / \_\_\_ / \_\_\_

#### A Debit My Credit Card (according to the frequency and amount specified in Step 3)

Card Type:  Visa       MasterCard       AMEX

Card Holder's Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiry: \_\_\_ / \_\_\_

**OR**

#### B Direct Debit My Bank Account (according to the frequency and amount specified in Step 3)

Name of Financial Institution: \_\_\_\_\_

Name of Account to be debited: \_\_\_\_\_

BSB: \_\_\_ / \_\_\_ Account Number: \_\_\_\_\_

Note: Direct debiting is not available on the full range of accounts. If in doubt, please contact your financial institution. Please ensure that your account details are correct and do not copy account numbers from cheque accounts.

### Step 5: Authorisation

Your signature indicates you authorise Friends of Trinity Trust (User ID number 079475), until further notice in writing, to debit your nominated bank account or credit card as per the giving options and schedules in Step 3 of this form. It also indicates that you have read and understood the Direct Debit Request Service Agreement on the back page of this document. It also indicates that you are prepared to pay any dishonour fees if there are insufficient funds in your account.

(Note: If joint account, all signatures may be required)

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

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

Please return this form to: Friends of Trinity Trust  
87 North Terrace, Adelaide SA 5000

Please mark the envelope "Friends of Trinity Trust - PRIVATE & CONFIDENTIAL". This form can be used to give money to Friends of Trinity Trust and, through it, to other nominated ministries.