



Direct Debit Service Agreement

I/We authorise Sydney Children's Hospital Foundation to arrange for funds to be debited from my/our account at the financial institution identified on the Direct Debit Request and as prescribed through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the following service agreement:

1. Direct debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution.
2. You are advised to check your account details by contacting your financial institution.
3. It is your responsibility to ensure sufficient clear funds are in the nominated account when payments are to be drawn. If the transaction is returned unpaid, any dishonour fees payable by Sydney Children's Hospital Foundation in respect to this agreement will be added to your next month's drawing.
4. Should you wish to cancel, defer or make alterations to the direct debit arrangement, please contact Sydney Children's Hospital Foundation and provide us 14 days' notice. We will give you 14 days' notice if we vary any of the debit arrangements.
5. If you believe that there has been an error in debiting your account, please contact Sydney Children's Hospital Foundation in the first instance. Alternatively, you may contact your financial institution. If we conclude as a result of their 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. 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. Your records and account details will be kept private and confidential to be disclosed only if requested by yourself or the financial institution if a claim is made for an alleged incorrect or wrongful debit.
7. Payments will be debited on the 15th of each month. If the 15th is not a day that falls on a banking day, we may direct your financial institution to debit your account on the following banking day. We will represent for debit on the next possible working day if the first presentation was unsuccessful. If you are unsure about which day your account has or will be debited, you should ask your financial institution.