

Yes! I would like to donate on a monthly basis



**vision
australia**

blindness and low vision services

Title: _____ First name: _____ Surname: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Phone: (w) _____ (h) _____ (m) _____

Email: _____ Date of birth: ____/____/____ (dd/mm/yyyy)

My preferred method of communication: Mail Email

Step 1

I wish to make a **MONTHLY** donation of:

\$20 (.66c per day) \$30 (\$1 per day) \$50 \$100 Other \$ _____ (min. \$10 per month)

Please direct my donations to: (please select one only)

Independent living Education Employment Information No preference

Step 2 – choose your payment option

> If you prefer to pay by CREDIT CARD, complete option 1

> If you prefer to pay from your BANK ACCOUNT, complete option 2

OPTION 1 – CREDIT CARD monthly payment

Please debit my: Mastercard Visa Diners Amex

Card number: _____/_____/_____/_____ Expiry date: ____/____

Name on card: _____

OPTION 2 – BANK ACCOUNT monthly payment

I/we request Vision Australia (User ID #227283) to arrange for funds to be debited on the 15th monthly, until further notice in writing, from my/our nominated account at the financial institution shown below. I have read the Direct Debit Service agreement on the reverse and agree with its terms and conditions.

Name and branch of financial institution: _____

BSB: _____ - _____ Account number: _____

Account name: _____

Step 3 – Authorisation

I/we authorise Vision Australia to debit the selected account or credit card with the amount specified.

Signature(s): _____ Date: _____

This authority will remain in force until further notice.

Step 4 – Return this form to us

Please return completed form in the envelope provided to:

Live the Vision, Vision Australia, GPO Box 9802, IN YOUR CAPITAL CITY

or fax this form to: **(02) 9334 3126**

You can also make a monthly donation online by visiting www.visionaustralia.org/pledge

Please turn over to review our Privacy Statement.

Donations of \$2 or more are tax deductible.

Customer Direct Debit Service Agreement

Our commitment to you

This document outlines Vision Australia's service commitment to you, in relation to the Direct Debit Request (DDR) arrangements you have made between Vision Australia (#227283) 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 DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for membership in our Regular Giving program.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur immediately. Subsequent drawing will occur on the 15th of every month.
- If any drawing is due on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact our Donor Care Team on **1800 42 20 77**.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact Vision Australia's donor care team on **1800 42 20 77**. A written request will be required from the signatory. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely

Enquiries

Direct all enquiries to Vision Australia, rather than to your financial institution. These should be made at least five working days prior to the next scheduled drawing date. All communication addressed to us should include your donor reference number.

All personal customer 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 our Donor Care Team on **1800 42 20 77** during business hours.
- 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
- On the drawing date there are sufficient cleared funds in the nominated account; and
- You advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will endeavour to contact you by phone and/or mail in order to inform you to obtain further instructions.

From time to time, we may allow like-minded charities to contact our supporters with fundraising materials. In return, they help us to reach more generous Australians like yourself. If you do not wish to receive communication from another charity, or would like further information, please call us on **1800 42 20 77**.