



| Personal details |            |         |  |
|------------------|------------|---------|--|
| Title            | Given name | Surname |  |
| Address          |            |         |  |
|                  |            |         |  |
| Phone            | Email      |         |  |

Your official tax receipt, covering all donations for the financial year, will be posted to the above address in July each year.

| Gift details All donations over \$2 to ANU are tax deductible.    |          |           |         |          |          |  |  |
|---|----------|-----------|---------|----------|----------|--|--|
| I would like to give  | \$       |           |         |          |          |  |  |
| every (choose one)  | month    | quarter   | year    | other    |          |  |  |
| Please start my donations in:                                     |          |           |         |          |          |  |  |
| January   | February | March     | April   | May      | June     |  |  |
| July  | August   | September | October | November | December |  |  |
| Please direct my gift to:   |          |           |         |          |          |  |  |
| ANU Fund  |          |           |         |          |          |  |  |
| Kambri Scholars Program   |          |           |         |          |          |  |  |
| Student Urgent Relief Fund  |          |           |         |          |          |  |  |
| Other (Please specify which fund you would like to support _____) |          |           |         |          |          |  |  |
|   |          |           |         |          |          |  |  |

| Payment method  |                        |      |  |
|---|------------------------|------|--|
| Regular direct debit payment  |                        |      |  |
| I request and authorise The Australian National University (ANU) to debit or charge my nominated account at the financial institution identified below through the Bulk Electronic Clearing System, subject to the terms and conditions of the Direct Debit Request Service Agreement (see the following pages for details). By signing this request, I acknowledge that I have read and understood the terms and conditions governing the debit arrangements between me and The Australian National University as set out in the Direct Debit Request Service Agreement. |                        |      |  |
| Signature   | Date                   |      |  |
| Bank name   | Branch name            |      |  |
| Account name  | BSB and account number |      |  |
| <b>OR</b>   |                        |      |  |
| Credit card   |                        |      |  |
| Visa  | MasterCard             | Amex |  |
| Card number   | Expiry date            |      |  |
| Name on card  |                        |      |  |
| Signature   |                        |      |  |

**Please return this form to:**  
 ANU Advancement  
 28 Balmain Crescent  
 The Australian National University  
 Canberra ACT 2600 or  
 T +61 2 6125 2670 E gift.services@anu.edu.au

**For further information: T +61 2 6125 2670**

ANU is bound by the *Privacy Act 1988*. If you have any privacy concerns or would like to verify information held about you, please don't hesitate to contact us on +61 2 6125 9945. The University's privacy policy can be found at [engage.anu.edu.au/privacy-policy](http://engage.anu.edu.au/privacy-policy).



# Direct Debit Request Service Agreement

## 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* (and includes any Form PD-C approved for use in the *transitional period*).

*Transitional period* means the period commencing on the industry implementation date for Direct Debit Requests (currently 31 March 2000) and concluding 12 calendar months from that date.

*Us* or *we* means *The Australian National University* you have authorised by signing a *direct debit request*.

*You* means the customer who signed the *direct debit request*.

*Your financial institution* is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

## 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 account*. *You* should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between *us* and *you*.

1.2 *We* will only arrange for funds to be debited from *your account* as authorised in the *direct debit request*. *We* will only arrange for funds to be debited from *your account* 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.

1.3 If the *debit day* falls on a day that is not a *business day*, *we* may direct *your financial institution* to debit *your account* on the following *business day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

## 2. Changes by us

2.1 *We* may vary any details of this *agreement* or a *direct debit request* at any time by giving *you* at least fourteen (14) days' written notice.

## 3. Changes by you

3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us* at ANU Advancement, 28 Balmain Crescent, The Australian National University, Canberra ACT 2600. T +61 2 6125 2670 E [gift.services@anu.edu.au](mailto:gift.services@anu.edu.au)

3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least (14) days before the next *debit day*. This notice should be given to *us* in the first instance.

3.3 *You* may also cancel *your* authority for *us* to debit *your* account at any time by giving *us* (14) days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.



#### 4. Your obligations

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *direct debit request*.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:

- (a) *you* may be charged a fee and/or interest by *your financial institution*;
- (b) *you* may also incur fees or charges imposed or incurred by *us*; and
- (c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct

4.4 If The Australia and New Zealand Banking Group Limited A.C.N. 005357522 (ANZ) is liable to pay goods and services tax ("GST") on a supply made by ANZ in connection with this *agreement*, then *you* agree to pay ANZ on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

#### 5. Dispute

5.1 If you believe that there has been an error in debiting *your account*, *you* should notify *us* directly at ANU Advancement, 28 Balmain Crescent, The Australian National University, Canberra ACT 2600, +61 2 6125 2670 or [gift.services@anu.edu.au](mailto:gift.services@anu.edu.au), and confirm that notice in writing with *us* as soon as possible so that *we* can resolve your query more quickly.

5.2 If *we* conclude as a result of our 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.

5.3 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.

5.4 Any queries *you* may have about an error made in debiting *your account* should be directed to *us* in the first instance so that *we* can attempt to resolve the matter between *us* and *you*. If *we* cannot resolve the matter *you* can still refer it to *your financial institution* which will obtain details from *you* of the disputed transaction and may lodge a claim on *your* behalf.

#### 6. Accounts

*You* should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- (b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *direct debit request* if *you* have any queries about how to complete the *direct debit request*.



## 7. Confidentiality

7.1 We will keep any information (including *your account* details) in *your direct debit request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about *you*:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

## 8. Notice

8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to ANU Advancement, 28 Balmain Crescent, The Australian National University, Canberra ACT 2600. Phone: +61 2 6125 2670 E-mail: [gift.services@anu.edu.au](mailto:gift.services@anu.edu.au)

8.2 We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *direct debit request*.

8.3 Any notice will be deemed to have been received two *business days* after it is posted.