



Customer DDR 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 WaterAid Australia 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 WaterAid Australia. A financial yearly tax receipt showing the total amount donated will be sent to you near the end of June each year.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur as soon as practicable. WaterAid Australia's drawing dates are as follows:

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| Weekly: | Every Monday of each month |
| Fortnightly: | Every second Monday |
| Monthly: | 25 th of each month |
| Quarterly/Half Year and Yearly | 25 th of the appropriate month(s) |
- If any drawing falls due 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 in writing when changes to the initial terms of the arrangement are made. This notice will state all changes and may include the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact us on 03 9872 1800

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us on (03) 9872 1800. For ID purposes, your password will be required. 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.

Donations of \$2.00 and over to WaterAid Australia's Overseas Aid Fund are tax deductible.

Enquiries

Please direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your account number and password details.

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. Go to www.wateraid.org.au for our Privacy Policy.

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 directly on 03 9872 1800 during business hours.
- 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 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - 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 can not substantiate the reason for the drawing.

Note: *Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

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| Your commitment to us |
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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 in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonored by your financial institution, we will send a letter to you to clarify your situation and if we receive no response from you in 14 working days we will cancel the facility. You will be invoiced for any transaction fees payable by us in respect of the above.

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Phone: +61 3 9872 1800

Email: watercharity@wateraid.org.au

Fax: +61 3 9872 1132

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