

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 all details on the front of this form, including (but not limited to) the Date of Request, and the basis on which debits are to be made, ie from which account, amount of debit, frequency of debit, end date (if applicable).
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 its Sponsoring Financial Institution, Adelaide Bank Limited to assist in the resolution of the dispute. If an amount has been incorrectly debited, this amount will be refunded to the Customer within 7 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.



Giving at Trinity North East

Supporting the work of the gospel at Trinity North East and beyond

Trinity is only able to carry out its ministry in Adelaide thanks to the generosity of its people. Friends of Trinity Trust has been established to fund and support the ministry at Trinity North East. Your generous donation can be made in one of the following ways:

Direct Debit

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

Credit Card

You authorise Trinity to debit an agreed amount from your credit card account on the 15th day of each month. (Please note that we are charged a fee if you use this facility).

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 - North East
Bank:	Commonwealth Bank of Australia
BSB	065 000
Account Number	11741171

Envelopes (Cash or Cheque)

You can place your gift, cash or cheque, in an envelope and place it in the collection bags when they are passed around during the service.. If you mark the envelope with the letters FTT then 100% of the money will go towards supporting the ministry at Trinity North East. If the envelope is not marked the money you put in the envelope still goes to Trinity, except for 16.75% which is paid to support the work of the diocese.

Please make cheques payable to: Friends of Trinity Trust

You can also direct a portion of your gift to go to other ministries.

Collection 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.

If you require any further information please do not hesitate to contact Andrew Severin, Trinity Network Business Manager on 08 8213 7300 or via email at andrew.severin@trinity.org.au

