

This Agreement sets out the terms on which We accept and act under a Direct Debit Request You give Us to debit amounts from Your Account.

for certain months where the Debit Day falls on a weekend or public holiday. In such cases your Account may be debited on the next Business Day.

Definitions

1. In this Agreement, unless the context otherwise requires, the terms set out below have the meaning in the following 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 a payment by You to Us is due, being the 1st or 15th day of each month.
Debit Payment means a particular transaction where a debit is made.
Direct Debit Request means the direct debit request between Us and You.
Us and We means UN Women National Committee Australia LTD (ABN 23 638 729 775)
UN Women Australia means UN Women National Committee Australia LTD (ABN 23 638 729 775)
You means the Account holder 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.

Debiting your Account

2. By signing a Direct Debit Request, You have authorised Us to arrange for funds to be debited from your Account with Your Financial Institution. You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between You and Us.
3. We will only arrange for funds to be debited from your Account as authorised by You in the Direct Debit Request.
4. Debit Payments are processed under our User IDs: 306033 or 252550.
5. Funds will be debited from your Account on the Debit Day (the 1st or the 15th of the month), except

Changes by Us

6. 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.

Changes by You

7. You may change or cancel the arrangements under a Direct Debit Request by completing a new Direct Debit Request form available from UN Women Australia website and submitting it to GPO Box 2824, Canberra ACT 2601 or via email to accounts@unwomen.org.au at least 5 Business Days before the next Debit Day. Changes requested via a new Direct Debit Request form will not take effect until the form has been completed, signed and returned to UN Women Australia for processing. You may also contact Your Financial Institution to cancel the arrangement.
8. The UN Women Australia will send You a confirmation letter advising that Your request has been received and processed. Should You not receive this confirmation email within 5 business days, please contact the UN Women Australia again to ensure Your request was received.

Your commitment to Us

9. 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.
10. If there are insufficient cleared funds in Your Account to meet a Debit Payment, You may be charged a fee and/or interest by Your Financial Institution.
11. You should check Your Account statement to verify that the amounts debited from Your Account are correct.
12. You must notify Us if the Account is transferred or closed.

Disputes

13. If you believe that there has been an error in debiting your Account, we encourage you to contact UN Women Australia on 02 6185 0010 or via email

at accounts@unwomen.org.au

14. You will receive a refund of the Debit Payment amount to Your Account if We cannot substantiate the reason for the Debit Payment.
15. If You do not receive a satisfactory response within fourteen (14) days, contact Your Financial Institution. They will obtain details from You of the disputed transaction and may lodge a claim on your behalf.

Accounts

16. You should check:
 - 16.1 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;
 - 16.2 Your Account details which You have provided to Us are correct by checking them against a recent account statement; and
 - 16.3 with Your Financial Institution before completing the Direct Debit Request if You have any queries about how to complete the Direct Debit Request.

Confidentiality and privacy

17. 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 our employees or agents who have access to information about You do not make any unauthorised use, modification, reproduction or disclosure of that information.
18. We will only disclose information that we have about You:
 - 18.1 with your consent;
 - 18.2 to the extent specifically required by law; or
 - 18.3 for the purposes of this Agreement (including disclosing information in connection with any query or claim).
19. Full details of our privacy policy can be found at www.ippayments.com.au.

Notice and contact

20. We may notify You by sending a notice by email, SMS or mail to the relevant address you have given Us.
21. You can contact Us on accounts@unwomen.org.au or on 02 6185 0010

Tax Deduction

22. All contributions over \$2 are tax deductible
23. Your tax-deductible receipt will be issued at the end of the financial year



Public Fundraising Regulatory Association (PFRA)

24. UN Women Australia is a member of the Public Fundraising Regulatory Association (PFRA). The PFRA is the self-regulatory body for face to face fundraising in Australia. Face to face fundraising is one of a number of methods used by charities across Australia to generate funding. It provides significant funding that allows charities to carry out vital services for local communities and to help solve some of the greatest global issues. The role of the PFRA is to make sure that the right balance is maintained between the duty of charities to ask for donations and the right of the public to experience high standards of behaviour from our members' fundraisers. See www.pfra.org.au for more information.

Cost efficient communication and fund raising

25. Keeping our administration costs low is important to us, so your donations can go where they are needed most. Please ensure that we have your email address and phone number (your mobile and home phone are best). At times we may need to contact you with news about your regular donation, and email or phone are quick and cost-effective ways for us to get in touch with you.

Thank you for your contribution!