

**Giving made easier**

The following is information about our easy-to-use electronic funds transfer service. This convenient service allows you to authorise *Creation Ministries International* to deduct your monthly gifts automatically from your savings or cheque account, or to charge your gift to your credit card.

In addition, by using this cost-effective service, we can both be better stewards of God's resources by reducing processing and postage costs. Therefore, we do not send receipts for every monthly donation, however, we will keep in regular contact with you via our newsletters and other mailings.

**It's easy to get started!**

- Simply fill in your personal details and the appropriate section below, indicating the monthly gift you wish to donate to *Creation Ministries International*.
- Carefully read the authorisation information on the back of this form.
- Don't forget your signature in the appropriate section! We cannot process your request until we have an authorising signature.

Thank you for your support.

It is vital to the ongoing work of this ministry!

**1 YOUR DETAILS**

Name (Mr/Mrs/Miss/Rev./Pastor/Dr) .....

Address.....

..... Postcode.....

Phone (     )..... Email.....

**2 REGULAR DIRECT DEBIT REQUEST**

**Details of Direct Debit Request. Debit my account as follows:**

Monthly (beginning of month—1st)     Monthly (middle of month—15th)

Fixed amount \$..... as a regular donation to be used towards the ministry of *Creation Ministries International*, or a specific project (please specify) .....

Start date (dd/mm/yyyy) ...../...../20..... until otherwise notified.

**3 DETAILS OF ACCOUNT TO BE DEBITED**

**(a) Savings, cheque, etc.**

Account Name..... Financial Institution .....

Address of Financial Institution .....

BSB Number ..... Account Number .....

Signature(s) of account holder(s) .....

(If joint account, all signatures if required)

**OR**

**(b) Credit card details**

MasterCard    Visa    AmEx

No.           Signature.....

Expiry     Verification digits (last 3 digits on reverse side of card, 4 on front if AmEx)     Name on card .....

**PLEASE MAIL COMPLETED FORM TO:** *Creation Ministries International*, P.O. Box 4545, Eight Mile Plains Qld 4113, Australia

**OFFICE/BOOKSHOP:** Unit 1, Bldg 2, Freeway Office Park, 2728 Logan Rd, Eight Mile Plains

**PHONE:** (07) 3340 9888   **ABN:** 31 010 120 304

# DIRECT DEBIT REQUEST

## **DDR** (Direct Debit Request) Service Agreement

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority (see over page).

## **DDRs**

DDRs are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

The basis on which the DDR will be processed is as follows:

Your donation to help *Creation Ministries International* will be charged on or about the beginning or middle of the month, dependant on your instructions.

## **Changing your DDR Authority**

We will provide you with 14 days notice if you wish to change any of the details on which the basis of your DDR Authority is processed (For example—if we change the day of processing or the date on which the amount of your DDR is calculated).

## **Stopping or Cancelling your DDR**

You may stop or cancel your DDR at any time, by contacting

*Creation Ministries International* and providing at least two business days written notification (see over page for contact details), or by contacting your bank.

## **DDR Dispute Resolution**

If you wish to dispute any DDR transaction that we have processed you should contact us first.

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you can contact the financial institution that holds your account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form, your financial institution will investigate whether the transaction was authorised by you.

If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.

If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

## **Non Business Days**

If your DDR falls due on a weekend or public holiday we will process it

on the next working day.

Returned or Dishonoured DDrs  
If your DDR is dishonoured or returned unpaid by your financial institution for any reason we will process the debit again in two weeks, without any extra cost to you.

## **Clear Funds**

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

## **Your Records**

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

## **Your Account**

You should be aware that some financial institutions may not allow DDrs to be processed to certain types of accounts.

You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

If you wish to make inquiries about your DDR, our contact details are outlined at the bottom of the reverse side of this form.

## DIRECT DONATION VIA ELECTRONIC BANKING

You may send your donation whenever convenient and with amounts that can be varied in order to support the ministry of *Creation Ministries International*. This method is for you to use with electronic banking transfers from your accounts. Our bank details are as follows:

<b>Bank:</b>	National Australia Bank (NAB)
<b>Branch Number:</b>	084402
<b>Account Number:</b>	026449228
<b>Account Name:</b>	Creation Ministries International
<b>User Reference:</b>	Please insert your last name and customer no.