



**We're about people finding freedom.**

# Salvos Freedom Partners

**By becoming a Salvos Freedom Partner you can help people find freedom...**



**\$35 / month**

helps provide crisis accommodation for homeless women.



**\$43 / month**

supports an alternative education program for a disadvantaged youth.



**\$78 / month**

helps support a family who are - or are at risk of becoming - homeless, with food and shelter.



**\$1,000 / month**

supports an after-school program in a disadvantaged community for a full year.

**Yes,** I would like to become a Salvos Freedom Partner and make a regular monthly gift.

Please deduct the amount of \$ \_\_\_\_\_ from my credit card or bank account on the \_\_\_\_\_ day of each month (e.g. 1st, 16th).

### Credit Card Details

Please debit my:  Visa  Mastercard  Diners  Amex

Card number: \_\_\_\_\_ Exp date: \_\_\_\_:\_\_\_\_

Name on card: \_\_\_\_\_ Signature: \_\_\_\_\_

### Direct Debit Agreement

I/We request you The Salvation Army Donor Services Direct Entry User ID 373688 to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

I understand the terms & conditions (overleaf) of this direct debit agreement and authorise The Salvation Army to direct debit my/our account, beginning on:

Day: \_\_\_\_\_ Month: \_\_\_\_\_ Year: \_\_\_\_\_ (allow two weeks for processing)

Name of financial institution (e.g. Westpac/NAB/Credit Union): \_\_\_\_\_

BSB: \_\_\_\_\_:\_\_\_\_\_ Account number: \_\_\_\_\_

Account Holder(s) name(s): \_\_\_\_\_ Signature(s): \_\_\_\_\_

Supporter ID: \_\_\_\_\_

Title: \_\_\_\_\_ First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

#### Or, please accept my one-off gift of:

\$50  \$100  \$200  My Choice \$ \_\_\_\_\_

I would like to pay by:

Cheque/Money Order (payable to The Salvation Army)

Credit card (details above)

**To donate call 13 SALVOS (13 72 58) or visit [salvos.org.au](http://salvos.org.au)**

All donations \$2 and over are tax deductible.

#### The Salvation Army

#### Australia Eastern Territory

PO Box A229, Sydney South NSW 1235

[salvos.org.au](http://salvos.org.au)

William Booth, Founder | André Cox, General

For all **Salvos Freedom Partner** enquiries please contact

**Christina Swenson** your Partner Support Representative on

(02) 9466 3187 or [salvosfreedompartners@aue.salvationarmy.org](mailto:salvosfreedompartners@aue.salvationarmy.org)

## The Salvation Army Australian Eastern Territory (NSW, ACT, QLD)

Regular Direct Debit Authority Form - Direct Debit option only

### 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 The Salvation Army (New South Wales / Queensland) Property Trust and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Also, we will issue an Annual receipt statement at the end of the financial year unless otherwise requested by you.

#### 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 for donation to The Salvation Army to be used within Australia (unless you specify otherwise) to help provide assistance to those in need.

#### Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on your nominated day.
- 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/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 The Salvation Army, Communications & Fundraising Department, P.O Box A229, Sydney South NSW 1235, or phone 13 SALVOS (13 72 58), or email [donations@ae.salvationarmy.org](mailto:donations@ae.salvationarmy.org)

#### Your rights

Changes to the arrangement

- If you want to make changes to the drawing arrangements, contact us The Salvation Army, Communications & Fundraising Department, P.O Box A229, Sydney South NSW 1235, or phone 13 SALVOS (13 72 58), or email [donations@ae.salvationarmy.org](mailto:donations@ae.salvationarmy.org)

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.

#### Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 14 days or 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your Supporter ID number.

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.

#### Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting The Salvation Army, Communications & Fundraising Department, P.O Box A229, Sydney South NSW 1235, or phone 13 SALVOS (13 72 58), or email [donations@ae.salvationarmy.org](mailto:donations@ae.salvationarmy.org)
- 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 cannot 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.

#### Your commitment to us

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 dishonoured by your financial institution, The Salvation Army may contact you to negotiate either an extra debit or the receipt issued will be invalidated. No more than 2 (two) defaults are permitted. After this, The Salvation Army will notify you that the DDR will be cancelled. Any transaction fees payable by us in respect of the above will be payable by you to The Salvation Army.