

# Yes, I would like to join **Support Crew** through a recurring donation.



I would like to donate: \$ \_\_\_\_\_  Monthly  Quarterly  Half-yearly

Commencing: 28 / \_\_\_\_ / 20 \_\_\_\_

Please select and fill out **ONE** of the following payment options.

## ■ OPTION 1: CREDIT CARD

Please debit this card:  Visa  MasterCard  Amex

Card Number:                 Expiry date:   /

Name on card:

## ■ OPTION 2: BANK ACCOUNT

Account name:

Name of Bank:

Name of Branch:

BSB number:

Account number:

## AUTHORISATION

I/We authorise the RFDS to debit the above financial information on the 28th day of the due month.

I/We understand that this Direct Debit Agreement is governed by the terms of the Client Service Agreement (refer overleaf) received from the Royal Flying Doctor Service (South Australia/Northern Territory) User ID 219568.

Signature:

Date:   /   /

## YOUR CONTACT DETAILS

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_

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

State: \_\_\_\_\_ Postcode: \_\_\_\_\_ Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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

**To make your gift complete, please post this form to Reply Paid 381, MARLESTON SA 5033 OR: EMAIL: [donations@flyingdoctor.net](mailto:donations@flyingdoctor.net) | CALL: (08) 8238 3333**

Personal information is collected to process donations, issue tax receipts and send you updates. Our Privacy Policy contains information about: (i) how you can access and correct your personal information; (ii) how you can lodge a complaint regarding the handling of your personal information; and (iii) how any complaint will be handled by the RFDS. You may view our Primary Policy at [www.flyingdoctor.org.au/privacy-policy](http://www.flyingdoctor.org.au/privacy-policy), or contact our privacy officer by calling (08) 8238 3333.



# Direct Debit Service Agreement

Thank you so much for giving the reliable, regular support that the RFDS needs to provide our vital emergency services to the people of South Australia and the Northern Territory.

## Our commitment to you

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### We will:

- > Confirm, in writing, the details of your Regular Giving Arrangement (amount; frequency; commencement date) prior to the first drawing.
- > Provide you with at least 10 business days notice, in writing, before we change the terms of the Direct Debit Service Arrangement.
- > Debit your nominated financial institution account on the 28th of the due month or on the next business day.
- > Send you an annual tax receipt summary at the end of each financial year, so you can claim your gifts as a tax deduction.
- > Never change the amount and/or frequency of your Regular Giving Arrangement without your prior approval.
- > Reserve the right to cancel the Regular Giving Arrangement if three or more drawings are returned unpaid by your nominated financial institution and will contact you seeking instruction.
- > Ensure your details remain private and confidential. Visit [www.flyingdoctor.org.au/privacy-policy](http://www.flyingdoctor.org.au/privacy-policy) to view our Privacy Policy or contact our Privacy Officer on 1800 813 318.

## In return...

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### We'd be most grateful if you would:

- > Ensure that on the processing date (28th of the month) that there are sufficient cleared funds in your nominated financial institution. If the transaction is returned unpaid, we will contact you seeking your instructions.
- > Advise us at least five business days prior to the processing date if your nominated financial institution is transferred, closed, and/or if the account details change.
- > Provide us with at least five business days notice if you wish to defer or alter your Regular Giving Arrangement.

## Your rights

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- > You may cancel your Regular Giving Arrangement at any time by giving written notice directly to us, or through your Financial Institution. Notice sent to us should be received by us at least five business days prior to the processing date (28th of the month).
- > You may make changes to the amount and/or frequency of your Regular Giving Arrangement by contacting us and advising your requirements no less than five business days prior to the processing date (28th of the month).
- > Where you consider that a donation has been processed incorrectly or outside the Regular Giving Arrangement, you may take the matter up directly with us, or lodge a Direct Debit Claim through your Financial Institution.

## Should you have any queries regarding your Regular Giving Arrangement...

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**EMAIL:** [donations@flyingdoctor.net](mailto:donations@flyingdoctor.net)

**CALL:** (08) 8238 3333

**POST:** ATTN Donor Relationship Specialist

Royal Flying Doctor Service South Australia & Northern Territory  
Reply Paid 381, MARLESTON SA 5033