



Automatic Payments

A better way of giving

Paying by credit card or direct debit is a safe, easy, convenient and cost-effective way of getting more money to where it's needed: the children.

Automatic payment is our preferred method of payment as it saves Compassion over \$250,000 a year in handling, printing and postage costs.

You can arrange for us to direct debit your bank, building society or credit card account (MasterCard, Visa, American Express, Diners Club) at a frequency that suits you, for example, monthly, quarterly, or annually.

To get started simply print out the form, fill it in and return to the Finance Department, Compassion Australia.

Sending additional monetary gifts

We encourage you to send your sponsored child birthday and Christmas monetary gifts. You may also wish to give gifts at other times, for the child's family, or to mark their graduation.

Parcels cannot be sent from Australia due to possible theft and high customs charges. All gifts are purchased in the child's country by our project staff who will choose appropriate gifts.

Guidelines on gift amounts are:

Child gifts \$15 - \$50, maximum of two per year. We recommend one of these to be a birthday gift.

Christmas gifts \$25 per year. We ask sponsors to give to our annual Christmas Appeal so a gift can be bought for each child.

Family gifts \$25 - \$600 per year. These can be given quarterly to assist the family in a variety of ways or as a one-time gift.

You can include these gifts with your automatic payments. Please print and complete the attached form or for more information contact our Finance Department on 1800 224 453 or email finance@compassion.com.au.

OUR COMMITMENT TO YOU

Initial terms of the arrangement

In terms of the automatic payment arrangement made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for your support of Compassion's ministry.

Drawing arrangements

- The first drawing under this automatic payment arrangement will occur on the **20th of the month** you requested, or the following month (if your payment details are received after the 17th of the month).
- 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 any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact our Finance Department by phoning 1800 224 453 during business hours, or email finance@compassion.com.au.

YOUR RIGHTS

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us **at least five (5) business days** prior to the next due date. These changes may include: deferring the drawing; altering the schedule; stopping an individual debit; suspending the automatic payment; change of account details; cancelling the automatic payment completely.

Enquiries

Please direct all enquiries to our office, rather than to your financial institution. These should be made **at least five (5) business days prior to the next scheduled drawing date**. **All communication addressed to us should include your supporter number**. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing from 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 our Finance Department by phoning 1800 224 453 during business hours, or email finance@compassion.com.au.
- If you do not receive a satisfactory response from us, contact your financial institution who will respond to you with an answer to your claim:
 - within seven (7) 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);
- On the drawing date there are sufficient cleared funds in the nominated account; and
- You advise us if the nominated account is transferred or closed.

If an automatic payment item is returned unpaid by your financial institution, due to insufficient funds, we will contact you for permission to re-submit this item.

We reserve the right to cancel your automatic payment if two (2) or more direct debits are returned unpaid by your financial institution. We will contact you to arrange an alternative payment method.

Compassion Australia
Phone 1800 224 453 Fax 4935 5095
www.compassion.com.au

This brochure outlines our service commitment to you, in respect to the automatic payment arrangements made between Compassion Australia (Direct Debit User ID 012178) and you. It explains your rights, our commitment to you and your responsibilities in relation to the arrangements, including where you can go for assistance.

COMPASSION AUSTRALIA AUTOMATIC PAYMENT FORM

Use a blue or black pen to complete Section A, then either Section B or C, depending on the payment method you have chosen. For further assistance, please call our Finance Department on 1800 224 453, during business hours.

Section A - Please complete this section first

I would like to arrange for my Child Sponsorship and/or other contributions to be paid automatically each period by the method I have nominated below. I understand I can stop these deductions by advising Compassion Australia.

Mr Mrs Ms Miss Rev Dr Other _____
First name _____ Last name _____
Address _____
Suburb _____ Postcode _____
Email _____
Phone Home () _____ Work () _____ Mobile () _____

Compassion Australia Supporter Number (for existing supporters only)

Child Sponsorship Commitment

Basic Sponsorship Sponsorship Plus
Child \$ _____
Child \$ _____
Child \$ _____
Total Commitment \$ _____

Payment Cycle: Monthly Quarterly Annually

Additional Giving

Partners of Compassion Fund \$ _____
Bible Fund (non tax-deductible) \$ _____
Child Survival Program \$ _____
Un-sponsored Child Fund \$ _____
Disaster Relief Fund \$ _____
Leadership Development Program (non tax-deductible) \$ _____
Additional Gifts Total \$ _____

Child/Family Gifts

YEARLY BIRTHDAY GIFT - Suggested amount \$15-\$50, deducted two months before the child's birthday each year.
Amount PER CHILD \$ _____
CHRISTMAS GIFT - Suggested amount \$25 per child, per year deducted annually in October.
Amount PER CHILD \$ _____
FAMILY GIFT - Suggested amount \$25-\$600 per year, given as an annual gift to assist the family in a variety of ways.
 Once only Annually
Month _____ Amount PER FAMILY \$ _____

Please Note: These payments are in addition to your Child Sponsorship commitment.
Parcels cannot be sent from Australia due to possible theft and high customs charges. All gifts are purchased in the child's country by our project staff who will choose appropriate gifts.

► Payment cycle for Additional Giving:

Once only Monthly Quarterly Annually
commencing on the 20th of _____ (Month)

Section B - Payments by credit card International credit cards accepted.

(Please ensure that this is not an ATM access card number)

I authorise Compassion Australia to deduct regular payments from my credit card as specified until further notice.

I wish to pay by: MasterCard Visa American Express Diners Club
 Expiry date

Name on card _____ Financial institution _____
Signature _____ Date ____ / ____ / ____

OR

Section C - Payments by direct debit (Australian banking details only)

To: Compassion Australia
I/we request that the monies due in terms of the arrangements covered by this document, be drawn under the direct debit system from my/our account conducted with:

Your financial institution _____

Branch _____

My/our account details are: (6-digit Bank/State/Branch number that precedes your actual account number on your statement)
BSB
Account number
Account holder's name _____

I/we acknowledge that this direct debit arrangement is governed by the terms and conditions of the Compassion Australia Automatic Payment Agreement, which I have received and read.

Please sign here _____

Joint account holder signatory (if applicable) _____

Date ____ / ____ / ____

Privacy Policy: Compassion Australia respects and honours our supporters and sponsored children, their right to be treated courteously, fairly and have their privacy protected. Compassion is committed to complying with the National Privacy Principles contained in the Privacy Act of 1988. You can view Compassion's comprehensive privacy policy on our website www.compassion.com.au or by phoning 1800 224 453.

PLEASE RETURN COMPLETED FORM TO: FINANCE DEPARTMENT, COMPASSION AUSTRALIA, PO BOX 1 HUNTER REGION MC NSW 2310