

REGULAR GIVING SERVICE AGREEMENT

Thank you for your generous decision to be part of the Butterfly Circle to help support those impacted by an eating disorder or negative body image.



I/we authorise The Butterfly Foundation, ABN 42 102 193 582 to arrange for donations to be debited from my/our bank account or credit card at my/our financial institution. I/we must pay the Debit User (Butterfly Foundation) when due under the arrangement between us. This authority with the terms described in the service agreement below is to remain in force until revoked by either myself or The Butterfly Foundation.

The Butterfly Foundation's commitment to you

We will:

- Keep your information confidential, except where permitted by law or required for conducting direct debits or recurring payments with your financial institution and for a related query, dispute or claim.
- Confirm the details of the debit arrangement prior to the first debit and advise the commencement date of the first debit.
- Debit your nominated financial institution account or credit card on your nominated date (or the next business day), of each month, unless otherwise specified by you (e.g. weekly, quarterly, or yearly debit frequency).
- We may reattempt an unsuccessful transaction within 15 days of the original debit date.
- Give you at least 10 days' notice before we change the terms of the debit agreement.
- Act in accordance with the legal processes governed by the associated credit card scheme or direct debit regulations.
- All donations of \$2 or more are tax-deductible. We will send you a yearly tax receipt at the end of each financial year.

Your commitment to the Butterfly Foundation

It's your responsibility to:

- Make sure your nominated bank financial institution can accept direct debit or recurring payments. These services may not always be available so ask your financial institution to be sure.
- Ensure there are sufficient clear funds available for your nominated account or credit card to meet each donation on the due debit date as you may incur a fee by your financial institution.
- Check your account statement to verify the donations debited from your account are correct.
- Advise us at least 10 working days prior to the donation debit date if the nominated credit card is transferred or closed, the credit card details change, or if you would like to defer, cancel or alter the direct debit arrangement. You can do so by contacting our Supporter Services team on [02 9412 4499](tel:0294124499) or emailing info@butterfly.org.au
- Ensure all communication addressed to us includes your name, address and supporter number (if known).

Disputes

All complaints, grievances and disputes will be treated seriously and in a timely manner, and all parties are required to participate in this process in good faith.

If you believe that a debit has been initiated incorrectly, please contact the Butterfly Foundation Supporter Services Team on **02 9412 4499** in the first instance rather than your financial institution. You will receive a full refund of the debit amount if we cannot substantiate the reason for the debit.

Privacy and Confidentiality

The Butterfly Foundation takes your privacy very seriously. Any information you provide will be kept securely and in compliance with Privacy legislation.

For more information, please visit our website to view our Privacy Policy: www.butterfly.org.au/privacy-policy

If you have any questions relating to this agreement
or would like to update your details, please contact us:



PHONE
02 9412 4499



EMAIL
info@butterfly.org.au



WRITE
Butterfly Foundation,
PO Box 7026, Glen Iris, VIC 3146



**BUTTERFLY
CIRCLE**

