



**The Fred Hollows
Foundation**



REGULAR GIVING SERVICE AGREEMENT

I/we authorise The Fred Hollows Foundation, ABN 46 070 556 642 (user ID 127879) to arrange for funds to be debited from my/our bank account or credit card at my/our financial institution and as prescribed through the Bulk Electronic Clearing System (BECS) or recurring payment scheme. I/we must pay the Debit User (The FHF) 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 Fred Hollows Foundation.

The Fred Hollows Foundation commitment to you

We will:

- Keep 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 the 15th or 28th (or the next business day), of each month.
- 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 BECS regulations.

Your commitment to The Fred Hollows Foundation

It is your responsibility to:

- Ensure your nominated bank account or credit card can accept direct debit or recurring payments as this service may not always be available. If unsure, ask your financial institution.
- Ensure there are sufficient clear funds available in the nominated account to meet each debit on the due date as you may incur a fee by your financial institution.

- Advise us at least 10 working days prior to the debit date, if the nominated account is transferred or closed, the account or credit card details change or if you would like to defer, cancel or alter the arrangement. You can do so by contacting our Supporter Services team on **1800 352 352** or write to us at:

The Fred Hollows Foundation
Locked Bag 5021, Alexandria
NSW 2015, alternatively please
email everyeye@hollows.org.

- Ensure all communication addressed to us includes your name, address and supporter number (if known).

Disputes

If you believe that a debit has been initiated incorrectly, please contact The Fred Hollows Foundation Supporter Services Team on **1800 352 352** 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

Any information you provide will be kept securely and in compliance with Privacy legislation. For full details of our Privacy Policy visit www.hollows.org/au/privacy-security.

The Fred Hollows Foundation
Locked Bag 5021, Alexandria NSW 2015
Level 2, 61 Dunning Avenue, Rosebery NSW 2018

Phone: 1800 352 352 | Fax: 02 8741 1998

Email: everyeye@hollows.org

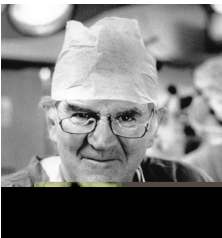


Photo: Peter Solness

Fred said...

“Every eye is an eye. When you’re doing surgery in the developing world, that is just as important as if you were doing eye surgery on The Prime Minister or King.”

Thank you for helping end avoidable blindness.

Thank you



Mail

The Fred Hollows Foundation
Locked Bag 5021
Alexandria NSW 2015



Phone

Call our Supporter
Services team on
1800 352 352



Web

Look us up online at
www.hollows.org