

Direct Debit Authority

If you've signed up to give via direct debit from your bank account, the information below outlines the terms of the direct debit arrangements between Make-A-Wish New Zealand and you. It details rights and obligations on both sides and where you should go if you require assistance.

Initial Terms of the Authority

We undertake to debit your nominated bank account for the agreed amount according to the payment arrangement agreed between you and Make-A-Wish New Zealand. Both parties will be bound by the terms and conditions of the Direct Debit Authority which we will supply to you in your welcome pack within ten working days. You may at any time terminate this instruction as to future payments by giving written notice of termination to the Bank and Make-A-Wish New Zealand.

I/We authorise for funds to be debited from our authorised account at the financial institution identified in the details we have provided. This authorisation will remain in force in accordance with the terms described in the terms and conditions described in the Direct Debit Authority.

Drawing arrangements

- The drawing under this Direct Debit Authority will occur within the nominated period each month
- We will give you at least 10 days' notice in writing before the first debit is made.
- We will give you at least 30 days' notice in writing (or by electronic mail when you have given prior written consent) when changes to the initial terms of this arrangement are made.
- If you wish to discuss any changes to the initial terms, please contact us.
- Should your drawing be rejected by your financial institution, Make-A-Wish New Zealand will attempt to redraw within 30 days. At this time amounts owing will be debited.
- Please note that your bank may charge you a fee if you have insufficient funds at the time of drawing.

Your rights

You may at any time terminate this instruction as to future payments by giving written notice to the Bank and Make-A-Wish New Zealand. These changes may include:

- Deferring the drawing, or
- Changing the schedule, or
- Stopping an individual debit, or
- Suspending the Direct Debit Authority, or
- Cancelling the Direct Debit Authority completely with written notice

If your circumstances change and you need to change your gift, in the first instance please contact us. We would much rather you lower the amount of your monthly gift than lose your support altogether and will work with you to ensure your donation is an amount you can afford.

Disputes

We encourage you to contact us if you believe a drawing has been initiated incorrectly. You will receive a full refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your commitment to us

It is your responsibility to ensure that:

- The nominated bank account can accept direct debits (your financial institution can confirm this); and
- On the drawing date there are sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed. If the drawing is returned or dishonoured by your financial institution, we will notify you by telephone or mail;
- You have checked that the bank details given to Make-A-Wish New Zealand are correct.

Enquiries

All enquiries about your donation should be directed to Make-A-Wish New Zealand at 0800 80 70 80 or support@makeawish.org.nz. You can also find our contact details on our website www.makeawish.org.nz. Please include your name, address, phone number and donor identification number if known. All personal donor information is kept confidential by Make-A-Wish New Zealand under the provisions of the Privacy Act except the information provided to our financial institution to initiate the drawing amount to your nominated bank account or, if requested by you, to the financial institution in a claim for an alleged incorrect or wrongful debt.