

# To transfer money from an ADF account to a financial institution account or another ADF account...

Please comple New Reque			
Contact Details			
Title S	name		
Given Name/s			
Street			
Suburb	Postcode		
Phone (day)			
Email			
Please transfer from my / our ADF account to the nominated financial institution account or ADF account below the sum of \$			
once v	ekly fortnightly monthly quarterly half yearly yearly		
Commencing on / / and ending on / / (If no end date is provided, the transfer will continue until further notice in writing is received from you)			
		Transfer to my / our financial institution account or ADF account:	
ADF Account N			
ABI Account	Dank Name		
	Branch BSB Acct No		
	Please note: For transfers to ADF, please provide Name of Account and Account Number only.	9//	
I / We confirm that and understood.	the terms and conditions applying to this Electronic Transfer Request (as set out in this document) have	been read	
Name of Signato	Name of Signatory 2 (if required)		
Signature 1	Signature 2 (if required)		
Please note: Two authorised signatures are required for parish accounts.  Date / /  Please fill out a separate request for each transfer. This form may be photocopied.			

For assistance completing this form, please email adf@anglicanfunds.com.au or phone (03) 9653 4220.

# **Electronic Transfer Request Service Agreement**

# Our commitment to you

This document outlines our service commitment to you, in respect of the Electronic Transfer Request arrangements made between Anglican Development Fund (Diocese of Melbourne) ABN 79 866 748 591 (User ID 187736) and you. It sets out your rights, our commitment to you and your responsibilities to us, together with where you should go for assistance.

## Initial terms of the arrangements

In terms of the Electronic Transfer Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account with the agreed amount.

### **Drawing arrangements**

The first drawing under the Electronic Transfer arrangement will occur on the nominated date.

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 are least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice may include the new amount, frequency, next drawing date and/or any other changes to the initial terms.

If you wish to discuss any changes to the initial terms, please contact us by telephone on (03) 9653 4220 during business hours or by email to adf@anglicanfunds.com.au

#### Your rights

# Changes to the arrangement

If you make changes to the drawing arrangements, please contact us by telephone on (03) 9653 4220 during business hours or by email to adf@anglicanfunds.com.au

These changes may include:

- · deferring the drawing; or
- · altering the schedule; or
- · stopping an individual debit; or
- suspending the Electronic Transfer Request; or
- · cancelling the Electronic Transfer Request completely

#### Enquiries

Direct enquiries to us, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your account 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. Where an investor has signed a release, information will be supplied to the Parish upon request.

#### **Disputes**

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us by telephone on (03) 9653 4220 during business hours. You will receive a 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:

- your nominated account can accept electronic transfers (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.
- If your drawing is returned or dishonored by your financial institution, we will contact you and depending upon your response, may need to cancel this arrangement. Appropriate action will be taken to recover any transaction fees payable by us in respect of the foregoing.