



Support Crew Member

Direct Debit & Credit Card Terms and Conditions

CareFlight Limited, ABN 18 210 132 023,
Debit User ID 089741

This document outlines the payment methods and associated conditions which enable your periodic contributions to CareFlight as a Support Crew Member under our Regular Giving program.

When becoming a Support Crew Member under the Regular Giving program, you will be asked to choose one of the following methods of payment. Your payments will be subject to the rules applicable to the method of your choice.

Direct Debit Request (DDR)

DDR Agreement

If you have chosen DDR as your method of payment, the following terms and conditions apply (**DDR Agreement**). The DDR Agreement sets out our obligations to you as your Direct Debit provider (Debit User 089741) and also your rights when undertaking a DDR with CareFlight, as well as indicates who to call for assistance.

DDR Amount

You will receive in the mail a welcome letter from CareFlight.

The welcome letter will confirm the agreed amount to be debited on a periodic debit cycle pursuant to our Support Crew Member - Regular Giving program (**DDR Amount**).

If you wish to notify us of any changes to the DDR Amount, please contact our Support Crew Member Program Coordinator on 1800 655 876.

All requested changes will be confirmed by letter sent by us to you via mail within 14 days.

DDR Authorisation

By submitting a form with your account details, you request and authorise CareFlight to periodically debit your nominated account for the DDR Amount on the 5th, 15th, or 25th day of the periodic debit cycle, or if it is not a business day, on the next business day (**DDR Authorisation**).

You acknowledge that the first debit date will occur on the 5th, 15th or 25th day of the month nominated by you.

CareFlight's commitment to you

Pursuant to your DDR Authorisation, we will periodically debit your nominated account for the DDR Amount.

Your commitment to CareFlight

It is your responsibility to ensure sufficient funds are available in your nominated account to allow for the DDR Amount to be debited in accordance with the DDR Authorisation.

Credit Card Autodebit (CCA)

CCA Agreement

If you have chosen CCA as your method of payment, the following terms and conditions apply (**CCA Agreement**). This CCA Agreement sets out our obligations to you and also your rights when undertaking a CCA with CareFlight, as well as indicates who to call for assistance.

CCA Amount

You will receive in the mail a welcome letter from CareFlight.

The welcome letter will confirm the agreed amount to be debited on your credit card on a periodic debit cycle pursuant to our Support Crew Member - Regular Giving program (**CCA Amount**).

If you wish to notify us of any changes to the CCA Amount, please contact our Support Crew Member Program Coordinator on 1800 655 876.

All requested changes will be confirmed by letter sent by us to you via mail within 14 days.

CCA Authorisation

By submitting a form with your credit card details, you request and authorise CareFlight to periodically debit your nominated credit card for the CCA Amount on the 5th, 15th or 25th day of the periodic debit cycle, or if it is not a business day, on the next business day (**CCA Authorisation**).

You acknowledge that the first debit date will occur on the 5th, 15th or 25th day of the month nominated by you.

CareFlight's commitment to you

Pursuant to your CCA Authorisation, we will periodically debit your credit card for the CCA Amount pursuant to your CCA Authorisation.

The credit card details you provide will be securely stored by CareFlight in compliance with privacy legislation.

Your commitment to CareFlight

It is your responsibility to ensure sufficient funds are available in your credit card account for the CCA Amount to be processed.

In General

Confidentiality

CareFlight will keep any personal information, including information related to your contributions as a Support Crew Member, confidential.

We will use your details only for the purposes of the Regular Giving program as authorised by you under the DDR or CCA Agreement and make every effort to secure your details against any unauthorised use, modification, reproduction or disclosure of that information.

Changes to the DDR or CCA Authorisation

If you wish to make any of the following changes to your debit please contact our Support Crew Member Program Coordinator by phone on 1800 655 876 or in writing to CareFlight, GPO Box 9829, IN YOUR CAPITAL CITY:

- Defer the transaction
- Alter the schedule
- Stop an individual debit
- Suspend the transaction
- Cancel the transaction completely

Enquiries

All enquiries should be directed to CareFlight and not your financial institution.

These should be made at least five working days prior to the next transaction date.

Disputes

If you believe a DDR or CCA transaction has been processed incorrectly, please contact our Support Crew Member Program Coordinator on 1800 655 876, during business hours.

If we cannot substantiate the reason for the transaction, you will receive a refund.