



## CareFlight Rescue Raffle

### 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 raffle ticketholder in the CareFlight Rescue Raffle.

When purchasing tickets in the CareFlight Rescue Raffle, 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 a welcome email from CareFlight.

The welcome email will confirm the agreed amount to be debited on a periodic debit cycle pursuant to our CareFlight Rescue Raffle (**DDR Amount**).

If you wish to notify us of any changes to the DDR Amount, please contact our Rescue Raffle Team on 1800 655 876.

All requested changes will be confirmed by email sent by us to you within 14 days.

#### DDR Authorisation

By submitting a form or by verbally providing your account details, you request and authorise CareFlight to periodically debit your nominated account for the DDR Amount on the due debit day every four weeks (**DDR Authorisation**).

You acknowledge that the first debit date will occur on the Monday 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 a welcome email from CareFlight.

The welcome email will confirm the agreed amount to be debited on your credit card on a periodic debit cycle pursuant to our CareFlight Rescue Raffle (**CCA Amount**).

If you wish to notify us of any changes to the CCA Amount, please contact our Rescue Raffle Team on 1800 655 876.

All requested changes will be confirmed by email sent by us to you within 14 days.

*Please turn over...*

### **CCA Authorisation**

By submitting a form or by verbally providing your credit card details, you request and authorise CareFlight to periodically debit your nominated credit card for the CCA Amount on the due debit day every four weeks (**CCA Authorisation**).

You acknowledge that the first debit date will occur on the Monday 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 ticket purchases in the CareFlight Rescue Raffle, confidential.

We will use your details only for the purposes of the CareFlight Rescue Raffle 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 Rescue Raffle Team 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 Rescue Raffle Team on 1800 655 876, during business hours.

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