

THANK YOU FOR BECOMING A PINK RIBBON PARTNER

Your ongoing monthly support funds life-changing breast cancer research to help achieve our vision of Zero Deaths from breast cancer.

– Renee,
diagnosed 2020



TERMS AND CONDITIONS

You have recently joined the National Breast Cancer Foundation (NBCF) as a monthly supporter by signing a pledge form in which you nominated your monthly gift to be deducted from your credit card or bank account. We are required to provide you with a Direct Debit Service Agreement. You don't need to take any action unless you wish to vary the terms of our Agreement. This agreement sets out our commitment to you, your rights and responsibilities to us, together with who to contact if you require assistance.

Our commitment to you

We, the National Breast Cancer Foundation (ABN 37 144 841 707) (APAC Debit ID: 471433) note our commitment to you as follows:

- We will send you an annual tax-deductible receipt every July.
- Where the due date of your regular monthly gift falls on a non-business day, we will debit the amount on the next business day. In the event the debit declines, we may re-attempt the transaction in the days following the due date.
- We will provide written notice of any proposed changes to your debit arrangement, providing 14 days' notice.
- We reserve the right to cancel the debit arrangement if debits are continually declined by your nominated financial institution. Where debits are declined we will contact you to arrange an alternative payment method.
- We will keep your information confidential, except where permitted by law or for the purposes of this agreement (including to arrange or conduct direct debits or recurring payments with your financial institution) or to address a related query, dispute or claim.
- Our supporter relations team will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a written response within 14 days.

Your commitment to NBCF

You (the donor) acknowledge your commitment to us as follows:

- Make sure your nominated bank or financial institution can accept direct debit or recurring payments. These services may not always be available so ask your financial institution to be sure.
- Ensure there are sufficient clear funds available for your nominated account or credit card to meet each donation on the due debit date as you may incur a fee by your financial institution.
- Check your account statement to verify the donations debited from your account are correct.
- It is your responsibility to meet any charges resulting from the set up and usage of direct debit as your preferred method of regular giving. This may include fees charged as a result of declined debits.
- It is your responsibility to contact us if the account nominated by you is altered, transferred or closed or should your credit card expire, or if the card is cancelled for other reasons. In some instances, your card issuer and/or your bank may automatically update your card details with our payment provider. This is done independently of NBCF, and we do not have visibility of these changes. If you would like to opt out of these automatic updates, please contact your financial institution.

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- You can defer, cancel or alter a debit payment at any time by notifying us in writing, at least 14 days prior to the next donation date, email: supporter.relations@nbcf.org.au or write to: NBCF PO Box 4126 Sydney NSW 2001.
- Ensure all communication addressed to us includes your name/s, address and Supporter ID (if known) so that we can best assist you.

Disputes

All complaints and disputes will be treated seriously and responded to within 14 days. If you believe an error has been made in relation to your donation, we ask for your co-operation to submit in writing the details of your query along with any supporting documentation to the NBCF Supporter Relations team on supporter.relations@nbcf.org.au. We will contact you as soon as possible so that we can attempt to resolve your query.

NBCF is not obliged to issue a refund which is why we ask the community to carefully consider donating to us. NBCF will aim to rectify any genuine errors made by NBCF and requests must be made in writing to supporter.relations@nbcf.org.au.

If for any reason NBCF cannot resolve the matter to your satisfaction, you can refer to your financial institution.

Privacy and Confidentiality

Any information you provide will be kept securely and in compliance with Privacy legislation. Please visit our website to view our Privacy Policy: nbcf.org.au/privacy.

Personal information is collected by us in order to process donations and issue tax receipts. For these purposes your information may be shared with trusted third parties and our service providers (such as mailing houses, data management providers and banks) either in Australia or overseas.

Failure to provide personal information may result in NBCF being unable to provide you an appropriate receipt. We may also use or disclose your personal information from time to time in order to provide you with further information on our activities or opportunities to support NBCF.

Our Privacy Policy, available on our website here nbcf.org.au/privacy contains further details about: (i) how we obtain, store and use the personal information we collect; (ii) where we send it; (iii) how you can access and correct it; (iv) how you can lodge a privacy complaint; (v) how we handle those complaints.

If for any reason another person needs to act on your behalf in relation to making changes to your donations to NBCF, your authority, written or otherwise, will be necessary to ensure your privacy is protected.

All monthly contributions are tax deductible.

If you would like more information about NBCF or the research you are funding, please contact us via:

Phone: 1300 708 763

Email: supporter.relations@nbcf.org.au

Mail: Supporter Relations
NBCF
Reply Paid 4126
SYDNEY NSW 2001

Thank you!

Jo, diagnosed 2005, 2014, 2021



**National
Breast Cancer
Foundation**

