



I would like to make regular donations to help create hope for a future without pain

My details:

Name Mr/Mrs/Ms/Miss _____

Address _____

Phone Number (h) _____

(w) _____

(m) _____

Date of Birth / / _____

Email _____

I'll gladly help with a regular monthly tax deductible donation for:

\$12

\$20

\$25

\$60

\$ _____ other (minimum regular donation \$10)

I can't commit right now to a regular monthly donation, but I am happy to make a one-off donation of \$ _____

Your monthly gift to us WILL make it possible for us to better help all Queenslanders living with the pain of arthritis

I'd like to make my donation by:

Direct debit from my bank account* (please fill out your bank details overleaf)

OR Please debit my:

Visa

Mastercard

Amex

Name on card _____

Expiry / _____

Signature _____

A cheque/money order is enclosed for my one-off donation (made out to Arthritis Queensland)

* Direct Debit will occur on the 15th of each month.

Please return to:

Mail: Arthritis Queensland,
PO Box 2121
Windsor Qld 4030

Phone: 07 3857 4200
Fax: 07 3857 4099
Email: info@arthritis.org.au

Donations of \$2 and over to Arthritis Queensland are tax deductible

It is our policy to provide our supporters with information about our activities and from time to time request further support. We respect your privacy and will not pass your name onto any other organisation. If you would like to request no further mail from Arthritis Queensland please telephone us on 1800 011 041

1 in 5 Queenslanders live daily with the pain of arthritis.

Your monthly gift will bring them hope, help and comfort.

Each year your donations provide:

- Free, individualised information for callers to the Helpline
- Up to date printed information for people with arthritis and osteoporosis to help them better manage their pain
- Workshops and seminars for people with arthritis and osteoporosis to help and inform them on how to manage pain
- Web based information to assist with the management and prevention of pain
- Tai Chi for Arthritis classes to help people manage the pain of arthritis and osteoporosis
- Funds for vital research into arthritis and osteoporosis
- Support groups throughout Queensland which offer help and information to those living with pain

Heroes Giving Hope – for a future without pain...



Join our Heroes Giving Hope program by giving an affordable gift every month.

Your gift to us WILL make it possible for us to better help all Queenslanders living with the pain of arthritis. Your regular gift to us will ensure that we can continue to provide our support services (including the Helpline), our educational programs for the arthritis and osteoporosis community and our contribution to funding arthritis research.

Here are some of the ways your monthly gift could help:



\$25.00 funds a 20 minute phone call with one of our expert health educators. They provide practical and emotional support to people living with arthritis and osteoporosis. **THANK YOU**



\$12.00 covers the cost of sending an information pack to a person living with the pain of arthritis and osteoporosis to help them understand and manage their condition. **THANK YOU**



\$60.00 a month will dramatically improve the life of a person living with the pain of arthritis or osteoporosis by helping them attend a self management course. **THANK YOU**

Direct Debit Authority

Direct Debit Request (for Regular Gifts Only)

I/We _____
Surname/Business name *Given name/ACN*

Address _____
Postcode _____

I/we request and authorise Arthritis Queensland (Debit User No. 017227), until further notice in writing, to arrange for funds to be debited from my/our account (at the Financial Institution identified and as described in the Schedule below) any amounts which Arthritis Queensland (Debit User) may debit or charge me/us through the Bulk Electronic Clearing System. Direct debits will occur on the 15th of each month.

I'll gladly help with a regular monthly tax deductible donation for:

\$12 \$20 \$25 \$60 \$ _____ other (minimum regular donation \$10)

Account to be debited

Account held in the name of: _____

BSB Number _____ Account Number _____

Financial Institutions Name _____

Financial Institutions Address _____
Postcode _____

*Minimum regular donation \$10 (If you would like to donate by credit card, please provide your credit card details overleaf)

Direct Debit Request – Service Agreement

I/We have read the "Customer Service Agreement" below and acknowledge and agree with its terms and conditions.

I/We request this arrangement to remain in force in accordance with the details set out above and in compliance with the "Direct Debit Request – Service Agreement".

Customer(s) Name _____ Date / / _____

Customer(s) Signature _____

Customer Service Agreement

Our commitment to you:

We, Arthritis Queensland (Debit User), note our commitment to you as the following:

- We will only arrange for funds to be debited from your account as authorised in this direct debit request.
- Where the due date falls on a non-business day, we will draw the amount on the next business day.
- We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.
- We will advise you by notice, statement or invoice of the drawings.
- We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated financial institution. Where drawings are returned unpaid we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.
- We will keep all information provided by you and details of your nominated account at the Financial Institution private and confidential.
- We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 14 business days.

Your commitment:

Note your commitment to Arthritis Queensland as the following:

- By signing this direct debit request, you have authorised Arthritis Queensland to arrange for funds to be debited from your account.
- It is your responsibility to check with your financial institution prior to completing the Direct Debit Request, that direct debiting is available on that account (direct debiting is not available on all accounts offered by financial institutions).
- It is your responsibility to ensure at all times that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- If there are insufficient clear funds in your account to meet a direct debit payment, you may be charged a fee by your financial institution and you may also incur fees or charges imposed or incurred by Arthritis Queensland.
- It is your responsibility to advise us if the account nominated by you is altered, transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method if the drawing arrangements are stopped, either by you or the nominated financial institution.
- It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

Your rights

- You may request to defer or alter the agreed drawing schedule, by giving written notice to us to the address above. Such notice should be received by us at least 14 business days prior to the next debit day.
- You may stop your individual debit by giving written notice to us. Such notice should be received by us at least 14 business days prior to the due date.
- You may cancel the Direct Debit arrangement at any time by giving written notice to us. Such notice should be received by us at least 14 business days prior to the due date. Your nominated Financial institution is unable to cancel your Direct Debit Arrangement.

Disputes

- If you believe that there has been an error in debiting your account, you should notify Arthritis Queensland directly on 07 3857 4200 and confirm that notice in writing to the address above, as soon as possible so that we can resolve your query more quickly.
- If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

- If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

Your privacy

- We will keep any information (including your account details) in your direct debit request confidential.
- We will make reasonable efforts to keep any such information secure and to ensure that any of our employees or agents who have access to this information do not make any unauthorised use, modification, reproduction or disclosure of that information.
- We will only disclose information that we have about you to the extent specifically required by law or for the purposes of this agreement (including disclosing information in connection with any query or claim).