

DIRECT DEBITING

After you complete the Direct Debit Request form - please indicate monthly (1st Thursday of each month) or fortnightly (check with office for dates) preference - and supply your bank details, the Union will deduct your fees directly from your bank account. The 2011/2012 rates (including GST) are as follows: -

	Monthly	Fortnightly
Tradesperson	\$46.25	\$21.36
Non tradesperson	\$38.92	\$17.98
1 st year apprentice	\$8.75	\$4.04
2 nd year apprentice	\$15.25	\$7.04
3 rd year apprentice	\$21.59	\$9.98
4 th year apprentice	\$28.09	\$12.98

If you have arrears you can elect to have that debited with your first deduction; or if you are considerably in arrears and wish to pay the amount owing by installments, just nominate how much you wish to pay. When your arrears are paid the deduction will be reduced to the normal current rate for your classification.

Any time you wish to discontinue the Direct Debit system or have any further questions you only need to ring Joanne in the Sydney office.



DIRECT DEBIT REQUEST
CUSTOMER SERVICE AGREEMENT.

We, the Electrical Trades Union of Australia (NSW), note our commitment to you as the following: -

We will advise you by notice, statement or invoice of the drawings.

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 fourteen (14) days notice.

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 twenty (20) business days.

You, as the Customer note your commitment to us as the following: -

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.

It is your responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.

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.

It is your responsibility to advise us if the account nominated by you, to receive the drawings 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.

You may request to defer or alter the agreed drawing schedule, by giving written notice to us. Such notice should be received by us at least ten (10) business days prior to the due date.

You may stop your individual debit by giving written notice to us. Such notice should be received by us at least ten (10) 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 ten (10) business days prior to the due date. Your nominated Financial Institution is unable to cancel your Direct Debit Arrangement.

All transaction disputes, queries, and claims should be raised directly with us. We will provide a verbal or written response within twenty (20) business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.

1902 - 2002
100 Years of
Lighting the Way
DIRECT DEBIT REQUEST FORM
REQUEST TO ESTABLISH DEBIT AUTHORITY
IN THE DIRECT DEBIT SYSTEMMonthly or Fortnightly

I/We	_____	_____
	Surname or Company/Business name	Given name/ACN number
	_____	_____
	Address	Postcode
authorise the Electrical Trades Union of Aust. (NSW), (APCA ID. 025902), to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing Systems (BECS).		
This authorization is to remain in force in accordance with the terms described in the Customer Service Agreement.		
Identified by Reference information: _____		
ETU Membership Number		

<u>Details of account to be debited:</u>	
Account held in the name of:	_____
Financial Institution's BSB	_____ - _____
Account Number:	_____
Financial Institutions Name/Address	_____ _____ _____
<i>(Insert the name and address of the Financial Institution at which your account is held.)</i>	
<i>(Please note direct debiting through BECS is not available on the full range of accounts. If in doubt, please refer to your Financial Institution.)</i>	

DIRECT DEBIT AUTHORISATION

I/We have read the "Customer Service Agreement" that is attached or separate and acknowledge and agree with its terms and conditions.	
I/We request this arrangement to remain in force in accordance with details set out in the Schedule described above and in compliance with the "Customer Service Agreement".	
Customer(s) Name:	_____
Customer(s) Signature:	_____
Date:	____/____/____ (If joint account all signatures may be required)

Level 5, 370 Pitt St
Sydney NSW 2000
Phone: 9267 4844
Fax: 9267 487726 Warabrook Bvd
Warabrook NSW 2304
Phone: 4968 2488
Fax: 4968 3466Level 2, 63 Market St
Wollongong NSW 2500
Phone: 4229 8711
Fax: 4228 563625-27 Darling St
PO Box 126
Mitchell ACT 2911
Phone: 6163 6666
Fax: 6163 6667**COMMUNICATIONS
ELECTRICAL
PLUMBING
UNION**
NSW ELECTRICAL
DIVISIONAL BRANCH