

# Monthly Giving Terms and Conditions

By committing to make a monthly gift to Adventist Development and Relief Agency New Zealand Ltd. (ADRA) CC42116 you agree to the following terms and conditions and refund policy.

## 1. Our Commitment to you

- 1.1. ADRA will send you a confirmation email to verify the following: supporter name, card type or financial institution, expiry date (if applicable), frequency of gift, gift amount and first gift date.
- 1.2. ADRA will debit your nominated credit card or debit account monthly (or as otherwise specified), for the agreed amount, on the 9<sup>th</sup> day of the month, or the next business day for direct debit if the date falls on the weekend or public holiday, until notified to do otherwise. Please see confirmation email for details.
- 1.3. The first donation will take place on the 9<sup>th</sup> of the month unless it has been set up via the ADRA website, where the first donation will be processed the same day with the subsequent donations being processed on the 9<sup>th</sup> of the month.
- 1.4. All personal information held by ADRA will be kept confidential according to [ADRA Privacy Policy](#).
- 1.5. ADRA will not issue a receipt for every monthly gift, instead in April, following each financial year, ADRA will issue an Annual Statement of all your monthly gifts for use when completing your personal tax return. All donations of \$5 or more are tax-deductible.

## 2. Your Responsibilities

It is your responsibility to ensure that:

- 2.1. Your nominated credit card or debit account accepts recurring payments or direct debit. If unsure, ask your financial services provider.
- 2.2. There are sufficient clear funds available on your card or in your debit account to meet your monthly commitment.

- 2.3. The amounts debited from your account are correct.
- 2.4. ADRA is advised if the nominated credit card or debit account has been transferred or closed, or if the credit card has expired, and that ADRA is provided with updated credit card or debit account details.
- 2.5. If your monthly donation is not processed due to insufficient funds or other payment errors, ADRA will not attempt to process the payment until the following month unless notified that the issue has been resolved.

## 3. Your Rights

### 3.1. Changes and Cancellations

- 3.1.1. You may cancel, defer, or change your monthly giving arrangement at any time by calling 1800 242 372, emailing [info@adra.org.nz](mailto:info@adra.org.nz) or by post (PO Box 24111 Royal Oak Auckland 1345). Please allow 14 days (or 10 business days) from the communication date with ADRA for the change to take effect.
- 3.1.2. To cancel, defer or change your monthly giving arrangements you will be asked to confirm your full name, date of birth, address, email and/or phone number.
- 3.1.3. When a donation is cancelled you will be issued an email confirming your cancellation. Please keep this as proof of the cancellation.
- 3.1.4. ADRA reserves the right to cancel your automatic payments if three (3) or more automatic payments are declined by your financial institution. Should this occur, we will attempt to contact you by phone, email and mail to arrange an alternative payment method or get your new payment details.

3.1.5. ADRA will give you at least 30 days' notice prior to making changes to these Terms and Conditions.

### 3.2. Enquiries and Complaints

3.2.1. If you believe an error has occurred when processing your donation, you should notify ADRA as soon as possible, by calling 0800 499 911 or emailing [info@adra.org.nz](mailto:info@adra.org.nz).

3.2.2. If the matter has not been resolved to your satisfaction, you can make a formal complaint by following [ADRA complaints procedure](#) or contact your financial institution to lodge a claim.

3.2.3. All complaints will be treated seriously and in a timely manner, having due regard to procedural fairness and confidentiality.

### 3.3. Refunds

3.3.1. Refunds are returned using the original method of payment.

3.3.2. The grounds for a refund include:

- Fraudulent donation being made using a credit card or direct debit
- Deduction being made after a request to cancel has been made
- Supporter is in vulnerable circumstances
- Supporter lacks capacity to decide to donate or commit to a monthly gift

## 4. Third Party Services

4.1. ADRA will use third party services to facilitate monthly credit card and direct debit transactions.

4.2. In the case of credit card donations, ADRA does not store your credit card details, only the authority from the payment provider that your payment has been approved. When you authorize a monthly donation, your credit card details are stored by our payment processor in accordance with the Payment Card Industry Standards.

## 5. Direct Debit

5.1. All details of the debit accounts to be debited will be supplied using the ADRA Direct Debit form and signed by the supporter as an authority for ADRA to verify the details of the above-mentioned account with your financial institution.

5.2. Acceptance of these terms and completion of the ADRA Direct Debit form authorises your financial institution to release information allowing ADRA to verify the above-mentioned account details.

5.3. Should monies not be available in the nominated account, you will be liable for any charges that this may incur from the financial institution.

5.4. Should the date of the direct debit fall on a weekend, public holiday or bank holiday, the nominated account will be debited on the next business day.