



## MEMBERSHIP FEES SERVICE AGREEMENT

This document provides information regarding the payment of your membership fees.

By signing the ANMF ACT Membership Application Form you have authorised us to make membership fee payments from your nominated method of payment.

### Membership Fee Payments

The Australian Nursing & Midwifery Federation ACT Branch (ANMFACT) shall take membership fee payments, varied yearly, as required to meet the ANMFACT membership fee payment schedule.

**Fortnightly direct debits** are transacted on the Friday of the Public Sector pay week.

**Automatic credit card payments** are transacted on the 1st day of the months relating to 3, 6 and 12 month membership fee payment schedules.

If the due date for payment falls on a public holiday, the payment will be processed on the next business day.

Under this Service Agreement, the ANMFACT is authorised to make irregular membership fee payments to align individual membership fee payments with ANMFACT membership fee payment schedules or to ensure members remain financial according to the ANMF Federal Rules and Branch requirements eg arrears membership fee payments.

### Changes by Us

ANMFACT may vary any details of this agreement at any time by giving you at least fourteen (14) days' notice. This notice may be by email, newsletter or website.

### Changes by You

To stop, defer or vary your direct debits you must give the ANMFACT at least seven (7) days written notice. Notice can be given by:  
Telephone: 02 6282 9455  
Email: [anmfact@anmfact.org.au](mailto:anmfact@anmfact.org.au) Post: ANMF ACT Branch  
PO Box 4 Woden ACT 2606

### Your Obligations

It is your responsibility to ensure the ANMFACT can make membership fee payments from your nominated method of payment. Failed payments may result in you becoming unfinancial per the ANMF Federal Rules.

It is also your responsibility to check your account statements regularly to ensure membership fee payments are taking place by the due date and the correct amount is being paid, to ensure continued membership. You must notify the ANMFACT immediately if there are any errors.

If your membership fee payment fails for any reason, an attempt will be made to contact you for further instructions.

It is your responsibility to keep your personal details, held by us, up to date.

The ANMFACT is charged a fee if the membership fee payment fails. This may be passed onto you.

### Disputes

If you believe that a membership fee payment has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our Membership Officer. We undertake to investigate any dispute and advise you of the outcome.

### Confidentiality

All customer records and account details will be kept private and confidential. The ANMFACT will only release personal information for the purpose of maintaining your membership financially eg ANMFACT Branch book keeper.