

# CODE 2

THE OFFICIAL NEWSLETTER OF THE UNITED FIREFIGHTERS UNION OF AUSTRALIA, UNION OF EMPLOYEES, QUEENSLAND.

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## **Information on Direct Debit**

*DIRECT DEBIT FORMS ARE AVAILABLE ON OUR WEBSITE*

[WWW.UFUQ.COM.AU](http://WWW.UFUQ.COM.AU)

*Your union has had a fantastic response so far from members in relation to changing their fees payment method to direct debit.*

*To ensure that resources remain focused on the fight for protecting and advancing your wages and conditions, it is vital that this process is completed as quickly and seamlessly as possible.*

*All members are urged to complete the necessary paperwork as a priority and fax back to 07 3844 0367 or email [debit@ufuq.com.au](mailto:debit@ufuq.com.au).*

## **Start date for Direct Debit**

As per previous Code 2's, members were advised that the government is ceasing payroll deduction. Please note that Direct Debit will not start until the government ceases the deductions which will be happening shortly. A follow up Code 2 will be issued once we are advised of an exact date.

It is essential that forms are completed and sent back to the union office ASAP to allow your union to enter your details and have the process in place for when payroll deductions cease.

No member will miss any payments between the ceasing of the payroll deductions and the start of direct debit as long as your forms are received by our office in time for processing.

*Members do not need to advise Shared Services of this cancellation.*

## **Other Payment options**

For more information on payment options, please see the below FAQ's section on *what payment options are available*. If you are still unsure of how to pay your fees and require additional information, please contact the union office directly on our toll free number 1800 816 589.

### **Remserv**

Any member who is already dealing with Remserv in relation to union fees does not need to contact them about the change to direct debit. Your arrangement with them will remain the status quo.

### **FAQ's**

#### **What is Direct Debit?**

Direct Debit is the new way to pay your union subscriptions. You nominate which bank account/credit card your fees are deducted from and then your contributions will be deducted regularly.

#### **How does Direct Debit work?**

Once your authority has been returned to the union office, your details are recorded. Your bank account is debited with the regular amount and credited to your membership account with the union.

#### **What will it cost me?**

Direct Debit for union fees doesn't cost you anything to set up. Simply complete the Direct Debit form including the details of your nominated bank account and your union will arrange the rest.

#### **What day will you debit my union fees?**

Your union will debit your fees to coincide with your pay dates:

Permanent firefighters and communication officers and casual communication officers union fees will be debited fortnightly (every second Thursday).

Auxiliaries will be debited monthly (second Thursday of each month).

This will alleviate the risk of debits being rejected and of your membership becoming unfinancial.

**What payment options are available?**

Permanent firefighters and communication officers and casual communication officer's union fees will be debited fortnightly through the members' choice of bank account or credit card.

Auxiliaries will be debited monthly through the members' choice of bank account or credit card.

All members have an option to pay in advance quarterly, half yearly or annually through the members' choice of credit card, cheque or money order.

**Can I change when my payments are made?**

Your union has various periods throughout the year that direct debit can be made. Contact the union office via email [debit@ufuq.com.au](mailto:debit@ufuq.com.au) or telephone 1800 816 589 to make arrangements.

**What if I change my bank account or credit card details?**

If you wish to change the bank account that your fees are debited from, simply contact your union office and advise them of your preferred account details.

**How is my privacy protected?**

Our process ensures that your details cannot be accessed by anyone beyond the staff member administering your membership.

**How do I get a statement for tax refund claims?**

Union fees will still be tax deductible. Currently your union fees appear on your group certificates. This will no longer be the case. Your union will now send a tax statement to all members at the end of the financial year.

**What is my commitment?**

Your responsibility is to ensure that you have sufficient cleared funds in your account to cover this transaction. Some financial institutions may charge a small fee if there are insufficient funds to cover the amount. If your financial institution returns the transaction unpaid, the union will be in contact with you.

*If you require more information, please contact the union office on our toll free number 1800 816 589 or via email to [debit@ufuq.com.au](mailto:debit@ufuq.com.au)*

**John Oliver**

**State Secretary**

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