



## **CLOSING PROCEDURE**

### **Version 1.0 [8<sup>th</sup> April 2021]**

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**Effective Date:** This Closing Procedure was published on 8<sup>th</sup> April 2021 and takes effect on and from 29<sup>th</sup> April 2021.

#### **1. *When will your account be closed?***

A Member's account will be closed if:

- (a) You have more than 2 accounts (referred to as Switch Accounts) – The account that has not recorded any bookings for the longest period will be closed;
- (b) No bookings have been recorded on your account for any of your enrolled children for a period of 12 consecutive months;
- (c) Nurch terminates your Membership for cause under the Member Terms of Use (**Member Terms**) (see clause 17.1);
- (d) The Reward System Agreement between Nurch and your Sponsor Centre is terminated for any reason (see clause 17.2, Member Terms); or
- (e) You have requested that Nurch close your account.

These are referred to as the '**Closing Criteria**'.

#### **2. *How do I know I have a Switch Account?***

A Member has a Switch Account if a Member's email address registered at login is attached to more than one Member account. A Member account number is a unique number that refers to the service number and parent account number attached to a Childcare Centre.

When a Switch Account is closed the Member will be contacted directly by the sponsoring childcare centre or Nurch representative to advise that the Member account is required to be closed before signing up a new Member account to the registered email address.

If the Member provides another email address, then the Switch Account may be re-designated (as a regular account) and may be permitted to remain open (provided it is not otherwise required to be closed under the Closing Criteria.)

### **3. How will a Member be notified their account is going to be closed?**

The Member will receive an email and SMS message (if phone number provided) to notify that there is a message in the Nurch Portal.

If your Account is being closed due to:

- (a) Inactivity – you will receive a notice (**Forfeiture Notice**) stating: (1) the available Points and their Redemption Value; and (2) the Forfeiture Date (being the date which is 12 months from the date of your last recorded attendance at your sponsoring childcare centre, but no earlier than 10 Business Days after the date of the Forfeiture Notice); or
- (b) Any of the other Closing Criteria – you will receive a Termination Notice stating the reason for termination and the effective date of the termination (**Termination Date**).

### **4. What happens after a Forfeiture Notice is issued?**

If you receive a Forfeiture Notice, you have until midnight on the notified Forfeiture Date to redeem your available Points. You will always be given a period of at least 10 Business Days in which to redeem your Points.

Any unredeemed Points will be automatically forfeited and donated to your sponsoring childcare centre's nominated childcare charity.

Once all Points have been redeemed, forfeited and/or donated, Nurch will close your account. You will not receive a separate Termination Notice, but will receive a notice following closure as detailed in item 7 below.

### **5. What happens after a Termination Notice is issued?**

Nurch has a period of up to 30 days to:

- (a) allocate any final Points to your account (subject to payment by your sponsoring Childcare Centre); and
- (b) issue a Closing Statement – stating the final available Points balance, their Redemption Value and relevant Forfeiture Date (being the date that is 14 days after the issue of the Closing Statement).

You have until midnight on the notified Forfeiture Date to redeem your available Points.

Any unredeemed Points will be automatically forfeited and donated to your sponsoring childcare centre's nominated childcare charity.

Additionally, you will no longer be eligible to earn Points or Membership Credits on and from the Termination Date.

**6. What happens to the Points when a Member's account is closed?**

Points must be redeemed by the relevant Forfeiture Date notified in the Closing Statement (being the date that is 14 days after the issue of the Closing Statement).

The Member Points on the account that are not redeemed for digital gift cards through the Nurch Portal are donated (or held for donation) to the sponsoring childcare centre's nominated childcare charity.

Nurch may hold funds to be donated for up to 4 months to enable donations to be made in an orderly fashion.

**7. How will a Member be notified that their account has been closed and the manner in which their Points were dealt with?**

The Member will receive two emails through the Nurch email system that will provide the following information:

- (a) Points reconciliation email: An email notifying of the closing Points balance, the amount redeemed (if any), the amount donated (if any) and (if relevant) the nominated charity any unredeemed balance was donated to.
- (b) Closure email: An email notifying that the Member account number has been closed and the date the account has been closed.

**8. What happens if you have requested that your Member account be closed**

You may contact Nurch (by email at [hello@nurch.com.au](mailto:hello@nurch.com.au) or by phone on 07 3535 1277) at any time to request that your Member account be closed for any reason.

If this occurs, you will be contacted by Nurch (by phone) to confirm your closure preferences.

You may (by verbal agreement with Nurch) waive the usual account closure process and timeline, and choose to immediately forfeit all available Points for donation. If this is your preference, your account closure will be processed immediately over the phone. You will then receive the closure notification emails as per item 7 above.

If you do not agree to the immediate closure option (or are not contactable by phone, including because you have not provided a current contact number), Nurch will issue you with a Termination Notice and follow the steps in items 5, 6 and 7 above.

**9. Can you login into the Nurch Portal after your Member account has been closed?**

If you still have a Member Account attached to the registered email address you will still be able to login and view your other Member accounts. However, you will no longer be able to view the account that has been closed.

If you no longer have a Member account, you will not be able to login to the Nurch Portal.

If you have a question about your Member account after it is closed please contact [hello@nurch.com.au](mailto:hello@nurch.com.au) and Nurch will assist with your questions.

The Closing procedure is in place to automatically close member accounts once the Member has met one of the Closing Criteria.

**10. What happens to any Membership Credits when your account is closed?**

Upon closure of your account, all unused Membership Credits will be forfeited.

If your account was closed due to inactivity (under clause 7.4 of the Member Terms) your Sponsor Centre may (in its discretion) choose to reinstate your account and restore your Membership Credits.

If your account was closed for another reason, your account cannot be reinstated and your Membership Credits cannot be restored.

**11. What happens to your personal data after your Member account is closed and access to Nurch Portal is removed?**

Your personal data held by Nurch, including Member activity, will be removed from the Nurch system (and any related systems, records or marketing lists of Nurch) within 2 years after the member Account is closed.

Any digital gift card purchases made by the Member (including details held by any third party gift card supplier) and Member log files on the Nurch system will continue to remain for an indefinite period, or in accordance with the policies of relevant third party suppliers.

**12. What can I do if I have a question or complaint regarding the closure of my Member Account?**

Once your account has been closed, you will no longer be able to lodge a complaint or initiate dispute resolution processes via the Portal. However, to the extent relevant to closure, Nurch's Complaint Handling Procedure still applies and is accessible via the [webpage](#).

Any questions or complaints regarding the closure of your Member account should be directed to Nurch in the first instance by emailing [hello@nurch.com.au](mailto:hello@nurch.com.au) or phoning 07 3535 1277.

Members will not be entitled to any compensation from Nurch for any loss suffered by it or them resulting from the termination of their rights in accordance with the Member Terms and this Closing Procedure.