# Direct Debit / Credit Card Request Instalment Authorisation



I/We request and authorise **St Anne's College Kialla, User ID 534333**, to arrange, through its own financial institution, to debit funds from my/our nominated account at the financial institution shown below according to the details specified. This debit will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below, and will be subject to the terms and conditions of the Direct Debit Request (DDR) Service Agreement.

APPLICANTS DETAILS	Surname/s: Given Names:
DETAILS	Postal Address:
Admin use only Ref No.:	Postcode
	Telephone: Email:
The Schedule BANK ACCOUNT	Bank Account held in the name of:
	Name and Branch of Financial Institution where account is held:
Sch 3AI CC	
The AC	BSB:  II -  I _   Account Number:  I _ I _ I _ I _ I _ I _ I _ I _ I _
The Schedule CREDIT CARD	Please charge my: VISA or MASTERCARD
	Cardholder Name (use block letters):
	Card Number:
CR ⊒	Expiry Date:/ Cardholder Signature:
	Please note Weekly & Fortnightly instalment payment frequency options are not available for Credit Cards
Instalment payment frequency	O WEEKLY intervals, first debit commencing FRIDAY/ 20 (bank account only)
	O FORTNIGHTLY intervals, first debit commencing FRIDAY/ 20 (bank account only)
	O MONTHLY intervals, first debit commencing 16//20
	O QUARTERLY (3 monthly) intervals, first debit commencing 16//20
II	O ANNUAL/YEARLY intervals, first debit commencing 16/02/20
Instalment Amount	In January each year you will receive written notification of the instalment amount based on your nominated instalment frequency. Changes throughout the year will be notified as required.
DIRECT DEBIT AUTHORISATION FOR BANK ACCOUNT OR CREDIT CARD	
This Section MUST be signed for either payment type option	
By signing this Credit Card / Direct Debit Request Instalment Authorisation, I/we acknowledge having read, understood and accepted the terms and conditions governing the debit arrangements between you and St Anne's College. I/We	
acknowledge and accept the terms and conditions of the Direct Debit Request (DDR) Service Agreement, and that this will	
remain in force in accordance with The Schedule and may be altered at any time by myself/ourselves by my/our written instruction.	
Signature 1:	Signature 2:
	Print Name:
Date:	// Date://
Note: If signing for	or a company, sign and print full name and capacity for signing e.g. Director, Secretary etc.

A: 72 Wendouree Drive Kialla VIC 3631 P: 03 4812 2993 E: principal@sackialla.catholic.edu.au W: www.sackialla.catholic.edu.au

# **Direct Debit Request (DDR) Service Agreement**

# Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between **St Anne's College Kialla**, **ABN: 24 880 421 954** (User ID 534333) and you. Direct Debit arrangements pertain to requests to deduct money from your financial institution account. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

#### **Drawing arrangements**

- The first drawing under this Direct Debit arrangement will occur on the nominated date.
- We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.
- If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day.
- We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice to the address you have given us in the Direct Debit Request.
- We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- We will only disclose information that we have about you to the extent specifically required by law; or for the purposes of this agreement (including disclosing information in connection with any query or claim).

### Your rights

### Changes to the arrangement

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days notification by:

- telephoning us on (03) 4812 2993 or email office@sackialla.catholic.edu.au during business hours;
- writing to: The Principal, St Anne's College, 72 Wendouree Drive, Kialla 3631; or
- arranging it through your own financial institution.

#### Enquiries

You may enquire about anything relating to your Direct Debit arrangement by contacting St Anne's College by telephone: (03) 4812 2993, or email: <u>office@sackialla.catholic.edu.au</u> or by writing to The Principal, St Anne's College, 72 Wendouree Drive, Kialla 3631.

# Disputes

You should check your account statement to verify that the amounts debited from your account are correct.

If you believe that there has been an error in debiting your account, you should notify St Anne's College directly on

(03) 4812 2993 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up with your financial institution direct.

If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding in writing.

#### Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- your account details which you have provided to us are correct by checking them against a recent account statement; and
- that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient clear funds in your account to meet a debit payment you may be charged a fee and/or interest by your financial institution. You may also incur fees or charges imposed or incurred by us; and you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.