

I / We request you, Illawarra Christian Education (ID065714) to arrange for funds to be debited from my / our nominated account at the financial institution shown below according to the schedule specified below.

Name:

Billing Address:

Email:

Phone:   
(home/work/mobile)

Name & Branch of Financial Institution:

BSB No:

Either Account Number:

or Credit Card Number:

Exp. Date:  (mm/yy)    CCV\*:     Acc. Type:   
(VISA or MasterCard)

*CCV\* is the last three numbers on back of card*

Please debit \$  from the above account/credit card

(Please Tick):    Weekly     Fortnightly     Monthly

**Office Use Only**

Family Code:

Comments:

Calculations:

*The Payment Plan deduction, from your nominated bank or credit card account, occurs on a day of the week nominated by you.*

Commencing on:   
(dd/mm/yy)

Signature (s):

Date:   
(dd/mm/yy)

**Office Use Only**

Denbigh

Payway

Comments

Copy

Please refer to terms and conditions of direct debit and credit card deductions on the back.

## Customer Direct Debit/Credit Card Request 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 Illawarra Christian Education (ID No 065714) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### Initial Terms of the Arrangement

In the terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for school fees.

### Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on a nominated day.
- If any drawing falls due on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing or some other means of your choice, when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, contact the Business Centre between 9 am and 3.30 pm school days.

### Your Rights

#### Changes to the Arrangement

If you want to make changes to the drawing arrangements, contact Illawarra Christian Education on 02 4230 3777 or in person at the office between 9 am and 3.30 pm school days.

These changes include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

#### Enquiries

All enquiries regarding this arrangement must be directed to the school rather than your financial institution and if any change is required to drawing it must be made at least 14 days prior to any change.

All personal customer information is kept confidential within the administration staff of the school, except that the information will be made available to our financial institution to initiate the drawing to your nominated account.

#### Disputes

- If you believe that a drawing has been initiated incorrectly we urge you to take the matter up with us directly by contacting the Business Centre between school hours.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

**Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.**

### 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
- that on the drawing date there is sufficient cleared funds in the nominated account, and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution you will be notified in writing by us and requested to pay the outstanding payment immediately. Any transaction fees payable to us relating to the dishonour will be added to your account and will need to be paid immediately.