

DIRECT DEBIT REQUEST

I/We authorise you Austin Cove Baptist College (User ID 408974) to arrange for funds to be debited from my/our nominated account via the Bulk Electronic Clearing System at the financial institution shown below according to the schedule specified below. I/We have received a copy of the Direct Debit Request Service Agreement.

Bank Account Holders Name
(As appearing on bank statement)

Family Code as it appears on the bottom of your statement (if known)

Students Attending School

Student Name & Surname	Year level

Address

Name of Financial Institution

Branch name

BSB number

Account number
(Credit Cards are NOT accepted)

Drawing Details
(Please Tick one option)

1 payment on 20 th February	<input type="checkbox"/>
2 equal payments on 20 th of February and July	<input type="checkbox"/>
4 equal payments on 20 th of February, April, July and October	<input type="checkbox"/>
10 equal payments on the 20 th of each month February – November	<input type="checkbox"/>

Account Holder's Signature(s) *(If debiting from a joint account, both signatures are required)*

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If split account, please indicate the percentage for both parties:

Name:	Name:
Percentage:	Percentage:

Date:

Details of your Annual Account will follow in January of the New School Year.

Customer 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 Austin Cove Baptist College Inc [Direct Debit ID 408974] 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 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 College fees, camps and other College related fees.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the 20th February.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date. If unsure, you may contact your financial institution.
- We will give you at least 14 days notice in writing 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, then please contact the College.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, please contact the College. These changes may include:

- altering the schedule; or
- stopping an individual debit; or
- cancelling the DDR completely when you leave the College.

Enquiries

Direct all enquiries to us - these should be made at least 3 working days prior to the next scheduled drawing date. All communication addressed to us should include your Family Code found at the bottom of your College Tax Invoice. You may also contact your financial institution.

Privacy

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account, or in the event of a dispute.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the College. You may also contact your financial institution.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits through the Bulk Electronic Clearing System (BECS), as Direct Debiting may not be available on all accounts (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
- you have checked account details against a recent statement issued by your financial institution. If uncertain, you should check with your financial institution before completing the Direct Debit Request (DDR).

If your drawing is returned or dishonoured by your financial institution, we will contact you by phone immediately following the drawings return requesting payment. If payment is still not received you will be contacted you by letter and if still no payment or communication has been received we will pass the matter onto our debt collector.

Any transaction fees payable by us in respect of the above will be added to your family account with the College and future drawings altered accordingly.