

Blue Hills College 17 Blue Hills Avenue Goonellabah NSW 2480 ABN 68 107 046 846

Direct Debit Request

Cheque / Savings Account

Request and Authority to debit the account named below to pay Blue Hills College **Request and Authority** Parent Surname _____ to debit Parent Given name I/We request you Blue Hills College to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below. Insert the name and **Financial institution name** address of financial **Branch** institution at which account is held Insert details of Name of account account to be debited ______-**BSB** number **Account number** Acknowledgment By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Blue Hills College as set out in this Request and in your Direct Debit Request Service Agreement on the back of this form. Amount to be debited. \$|___| - |__| **Payment Details** (amount in words) Annual Quarterly Monthly Weekly Fortnightly I acknowledge that if a direct debit is rejected by my financial institution, a fee of \$35.00 per event will be incurred, charged to my fee account. Date Commencing: **Insert your signature** and address NAME/S Please print in block letters SIGNATURE/S _____ If debiting from a joint account, both Address signatures are required ___/____ Date

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Blue Hills College 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 in payment of your College Fee Account.

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 to your account on the next business day following the scheduled drawing date.
- 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, please telephone the College Bursar.

Your rights

Changes to the arrangement

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

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

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 7 working days prior to the next scheduled drawing date. All communication addressed to us should include your customer reference number or account number.

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. If information will not be kept confidential, you may wish to explain how, why and to whom this information will be made available to the College Bursar.

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 Bursar during business hours.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

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, then contact will be made with you immediately to ascertain how the outstanding account will be paid. Any transaction fees payable by us in respect of the above will be added to your fee account and the balance outstanding.