

Payment Plan – Direct Debit Request

PARENT / GUARDIAN to complete

1 Parent / carer 1 details

Name

Relationship to students

Home phone number

Work phone number

Mobile phone number

Address

Postcode

Email address

Parent / carer 2 details

Name

Relationship to students

Home phone number

Work phone number

Mobile phone number

Address

Postcode

Email address

2 Student names and year levels

3 Please tick your preferred payment frequency

Weekly **Go to Q4.**

Fortnightly **Go to Q5.**

Monthly **Go to Q6.** Annually* **Go to Q7.**

4 Please tick your preferred *weekly* payment day

Mon Wed Fri **Go to Q7.**

5 Please tick your preferred *fortnightly* payment day

Mon Wed Fri

(Optional) Please indicate a starting date (if you wish to align the fortnightly payments with your pay cycle)

Go to Q7.

6 Please indicate your preferred *monthly* payment date

1st 7th 14th 21st

7 Please tick the type of account payments are to be debited from

Bank account **Go to Q8.**

Credit card (VISA or MC only) **Go to Q9.**

8 Bank account details

I/we authorise Freshwater Christian College (Debit User No. 226775) 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. This authority is to remain in force until further notice.

Bank name

Bank branch

BSB

Account number

Account name (e.g. A & B Smith, not "savings a/c")

Account holder's signature (both required for joint a/c)

Go to Q10.

9 Credit card details

Card type VISA Mastercard

Name on credit card

Credit card number

Expiry date

Card holder's signature

10 I declare that I have read, understood and agreed to the Payment Plan Terms and Direct Debit Service Agreement.

Parent / carer 1 name

Signature Date

Parent / carer 2 name

Signature Date

PAYMENT PLAN TERMS

1. This payment plan remains in force for the duration of your financial relationship with the College unless cancelled earlier. Payments will recommence automatically each year. You will be notified of the payment amount prior to the first drawing each year.
2. The College will use the information you provide to calculate a weekly, fortnightly or monthly scheduled payment amount to ensure your fees account is paid in full by November 30 of each school year.
3. Your payments will commence on the first eligible day/date after your payment plan form has been processed, or on the date otherwise agreed.
4. Should you wish to have your scheduled payment amount increased to settle your account prior to November, please contact the College's finance department.
5. Should you wish to make additional lump sum payments outside of this payment plan please notify the College's finance department to allow your scheduled payment amount to be adjusted accordingly.
6. If you utilise the College Bus Service, Homework Centre or other services which are billed on a per Term basis, your scheduled payment amount will be adjusted as required to cover these amounts.
7. If you select monthly scheduled payments and select a payment date of the 29th, 30th or 31st, for months shorter than your payment date your payment will be processed on the last day of that month (e.g. if you select the 31st as your payment date, in months with only 30 days your payment will be processed on the 30th).

DIRECT DEBIT SERVICE AGREEMENT

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Freshwater Christian College (User ID 226775) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Our commitment to you

Initial terms of the arrangement

1. 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 required amount for school fees.

Drawing arrangements

2. The first drawing under this Direct Debit arrangement will occur on the first eligible day/date after your direct debit request has been processed, or on the date otherwise agreed.
3. 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.
4. We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made.
5. If you wish to discuss any changes to the initial terms, please contact us using the contact details found on this form.

Your rights

Changes to the arrangement

6. If you want to make changes to the drawing arrangements, please contact us in writing (letter/fax/email). 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

7. Direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 business days prior to the next scheduled drawing date. All communication addressed to us should include your account code (found on your account statement).
8. We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless:
 - You dispute any amount we draw under your Direct Debit Request, where we will be required to disclose your information to your Financial Institution in order to investigate the dispute; or
 - You consent to that disclosure; or
 - We are required to disclose that information by law.

Disputes

9. If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us using the contact details found on this form.
10. 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).
11. You will receive a refund of the drawing amount if we can not 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

12. 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.
13. If your drawing is returned or dishonoured by your financial institution, we will contact you within 5 business days to discuss a reattempt to draw the funds. If our contact attempts are unsuccessful we may schedule a reattempt or adjust your future payments to make up the failed drawing. Any transaction fees payable by us in respect of the above will be added to your account.