

Direct Debit Request Service Agreement

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 school fees.

1. The customer will be advised 7 days in advance of any changes to the direct debit arrangements. We encourage families to contact the Finance Officer if they do not wish for these changes to occur. St Paul's Anglican Grammar School has the right to make the necessary changes to your repayments.
2. For all matters relating to the Direct Debit arrangements (including deferring a drawing, altering the schedule, stopping an individual debit, suspending the arrangement, cancelling the arrangement and disputing a drawing), please contact the Finance Office on the details below. Amendments need to be advised at least one day prior to due date during school terms. **During school holiday period's notification must be received before the end of the school term.**
3. The customer should be aware that Direct Debiting through BECS is not available on all accounts. Account details should be checked against a recent statement from its financial institution, if you are in doubt, you should check with your financial institution before completing the direct debit request.
4. It is your responsibility to ensure sufficient clear funds are in the nominated debiting account when the payments are to be drawn.
5. If the due date falls on a non-working day or public holiday, the payment will be processed on the following working day. If the customer is in any doubt, please refer to point 2 for further clarification.
6. Any fees or charges incurred by us as a result of an unpaid transaction may be charged to you. Unpaid transactions will be included in reviews of your account and increased payments may be suggested to ensure your fees are paid in full by the end of the year. If three successive drawings are dishonored we may cancel this facility.
7. All customer records and account details will be kept private and confidential to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged incorrect or wrongful debit.
8. If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the Finance Officer on 03 5623 5833 during business hours or via email. If you do not receive a satisfactory response from us to your dispute, we encourage you to contact your financial institution.

I/We agree to the terms and conditions of this Direct Debit Service Agreement.

Signature:

Date:

Name (please print):

Signature:

Date:

Name (please print):