

Direct Debit Request

School Fees Deduction

I/We request you, Korowal School Limited 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.....

.....

Address.....

.....Postcode:

Signature(s)

.....

(If debiting from a joint bank account, both signatures are required).

Date

Name and Branch of Financial Institution:

.....

.....

BSB No

Account No

Commencing on (see below)

Please debit \$ from the above account each:

Weekly (7th,14th,21st,28th day per month) 40 payments

Fortnightly (14th & 28th day per month) 20 payments

Monthly (14th day of each month) 10 payments

Other

(Please tick the appropriate method of payment)

Customer Direct Debit 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 Korowal School Limited 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 tuition fees and/or Building Fund.

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 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 school office by phone on 4758 7466 or call at the office between 8.30 am and 4 pm school days.

Your Rights

Changes to the Arrangement

If you want to make changes to the drawing arrangements, contact the school office by phone on 4758 7466 or call at the office between 8.30 am and 4 pm school days. 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

All enquiries regarding this arrangement must be directed to the school rather than your financial institution and if any change is required to the 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 school office by phone on 4758 7466 or call at the office between 8.30 am and 4 pm school days.
- If you do not receive a satisfactory response from us, to your dispute, contact your financial institution who will respond with an answer to your claim:
 - * Within 7 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)

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 by us relating to the dishonour will be added to your account and will need to be paid immediately.