



DIRECT DEBIT REQUEST (DDR)

Request and Authority to debit the account named below to pay
Underdale High School (APCA ID 406-401)

REQUEST AND AUTHORITY TO DEBIT

Student Name(s): _____

Your Surname: _____ Your Given Names ("you"): _____

You request and authorise **Underdale High School (APCA ID 406-401)** to arrange, through its own financial institution, a periodic debit to your nominated account in accordance with the instructions below:

Periodic Payment Amount: _____ Number of Periodic Payments: _____

Frequency of Periodic Payments: Weekly/Fortnightly/Monthly Date of First Periodic Payment: ____ / ____ / ____

ACCOUNT DEBITS

Financial Institution Name: _____

Address of Financial Institution: _____

Name(s) on account: _____

BSB Number (must be 6 digits): _____ - _____ Account Number: _____

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

OR

CREDIT CARD DEBITS

Due to the privacy act we are no longer able to retain credit card information. If payments are required to be deducted from a credit card please contact Finance Officer on 8301 8004 and provide details.

ACKNOWLEDGEMENT

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing debit arrangements between you and Underdale High School as set out in this Request and in your Direct Debit Request Service Agreement.

YOUR SIGNATURE AND ADDRESS DETAILS

Name: _____

Name: _____

Address: _____

Address: _____

Signature: _____

Signature: _____

Date: ____ / ____ / ____

Date: ____ / ____ / ____



DIRECT DEBIT REQUEST SERVICE AGREEMENT

This is your Direct Debit Service Agreement with Underdale High School (APCA ID 406-401). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

DEFINITIONS

- **account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- **agreement** means this Direct Debit Request Service Agreement between you and us.
- **banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- **debit day** means the day that payment by you to us is due.
- **debit payment** means a particular transaction where a debit is made.
- **direct debit request** means the Direct Debit Request between us and you.
- **us or we** means Underdale High School, (the Debit User) you have authorised by requesting a Direct Debit Request.
- **you** means the customer who has signed or authorised by other means the Direct Debit Request.
- **your financial institution** means the financial institution nominated by you on the DDR at which the account is maintained.

1. DEBITING YOUR ACCOUNT

- 1.1 By signing a *Direct Debit Request* or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the *Direct Debit Request*.
OR
We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the *Direct Debit Request*, a billing advice which specifies the amount payable by you to us and when it is due.
- 1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct your financial institution to debit your account on the following *banking day*. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. AMENDMENTS BY US

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving you at least fourteen **14 days** written notice.

3. AMENDMENTS BY YOU

You may change*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by providing us with at least **14 days** notification by writing to:

<p>Underdale High School 19 Garden Terrace Underdale SA 5032</p>	OR	<p>by telephoning us on (08) 8301 8000 during business hours;</p>	OR	<p>arranging it through your own financial institution, which is required to act promptly on your instructions.</p>
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Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us **Underdale High School of your new account details.*

4. YOUR OBLIGATIONS

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.
- 4.2 If there are insufficient clear funds in your account to meet a *debit payment*:
 - a) *you* may be charged a fee and/or interest by your *financial institution*;
 - b) *you* may also incur fees or charges imposed or incurred by *us*; and
 - c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the debit payment.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from your account are correct.

5. DISPUTES

- 5.1 If you believe there has been an error in debiting *your account*, *you* should notify *us* directly on (08) 8301 8000 and confirm that notice in writing with *us* as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your *financial institution*.
- 5.2 If we conclude as a result of our investigations that *your account* has been incorrectly debited we will respond to *your* query by arranging for your *financial institution* to adjust *your account* (including interest and charges) accordingly. We will also notify *you* in writing of the amount by which *your account* has been adjusted.
- 5.3 If we conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

6. ACCOUNTS

You should check:

- a) with your *financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.
- b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- c) with your *financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

7. CONFIDENTIALITY

- 7.1 We will keep any information (including *your account* details) in your *Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about *you*:
 - a) to the extent specifically required by law; or
 - b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. NOTICE

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to:
Underdale High School
19 Garden Terrace
Underdale SA 5032
- 8.2 We may send notices either electronically to *your* email address or by ordinary post to the address *you* have given *us*.
- 8.3 Any notice will be deemed to have been received on the third *banking day* after emailing or posting.