Direct Debit
Request Form

Contact: ☎ 6108 2560 fees@smc.tas.edu.au

ST MARY'S COLLEGE

ABN 70 118 296 643

Request and Authority to Debit

Surname or Company name

Given names or ACN/ARBN

request and authorise St Mary's College (APCA User ID 404807) to arrange for funds to be debited from your account at the financial institution as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Service Agreement (and any further instructions provided by you)

Financial institution which account is held

Financial institution

Address Postcode

Account to be Debited

Account Name

BSB Account Number

Optional

I/We request that you debit my/our account in accordance with our Agreement
OR
I/We request that you debit my/our account in accordance with our Agreement and subject to one or more of the following conditions:

New Application ☐ or Alteration ☐

1. Maximum amount to be debited
2. First payment date
3. Final payment date
4. Frequency of debit

Credit CDF Account

Reference Code

Authorisation by Signatories of Account to be Debited

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and St Mary's College as set out in this Request and in your Direct Debit Request Service Agreement

Signature Signature

Name Date Name Date

Office Use Only

Received by:	Date:	Authority Number:

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Request Service Agreement

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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*.

Business 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* mean St Mary's College you have authorised by signing a *direct debit request*.

You means the customer who signed the *direct debit request*.

Your financial institution is the financial institution where you hold the *account* that *you* have authorised *us* to arrange to debit.

Debiting Your Account
- By signing a direct debit request, 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 you and us.
- We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the preceding business day.

Changes 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.

Changes By You
If you wish to stop, defer or cancel a debit payment, you must notify the organization that established this Agreement (e.g. School) in writing at least five (5) days before the next debit day.

Your Obligations
- 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.
- 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. You should check your account statement to verify that the amounts debited from you account are correct.

Dispute
- If you believe that there has been an error in debiting your account, you should notify us directly on (03) 6208 6260 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 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.
- 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.
- Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to your financial institution that will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

Accounts
- You should check:
  a) With your financial institution whether direct debiting is available from my/our account as direct debiting is not available 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.
  c) With your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

Confidentiality
- 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.
- 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).