



MOUNT SINAI COLLEGE

6 RUSIC LANE MAROUBRA NSW 2035 | SYDNEY | AUSTRALIA
ABN 41 001 997 404

MOUNT SINAI COLLEGE Direct Debit Payment Plan Agreement

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) / Credit Card arrangements made between **Mount Sinai College User ID 347607** 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 school fees. Whether you elect to do fortnightly or monthly, a schedule will be provided to you prior to the first drawing stating the amount of the instalment due. Should any additional cost arise (for example due to funds not being available in your account) you will be advised as to the amount that will be added to your instalment. This agreement remains in force until your child's' tuition is completed, or unless the agreement is terminated, in writing, by either party.

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the 1st and/or 15th each month.
- 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** when changes to the initial terms of the arrangement are made. This notice will state **any change in amount, frequency, next drawing date** and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms please **phone the Business Office on 9349 4877**.
- **All Changes MUST be communicated in writing. No Changes will be effected by any other means of communication.**

YOUR RIGHTS

CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact **the College Business Office on 9349 4877**. **All Changes MUST be communicated in writing**. 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.



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ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least **14 days prior to** the next scheduled drawing date. All communication addressed to us should include your account code as shown on your fee statement.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting **the College during business hours**.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact the College to resolve disputed drawings 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, **the College will call, send a letter or email requesting immediate manual payment.**

Any transaction fees that become payable in respect of the above will be added to your account.

