



DIRECT DEBIT REQUEST

This service is NOT available from credit card accounts

NAME

ADDRESS

<input type="text"/>	
<input type="text"/>	<input type="text"/>

I/We request St Mark's Anglican Community School (User ID 124374) to arrange for funds to be debited from my/our nominated bank account for the payment of School tuition fees and other charges.

ACCOUNT NAME

FINANCIAL INSTITUTION

BRANCH

BSB NUMBER

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

ACCOUNT NUMBER

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

OPTION 1

One payment for the full amount per Term on the due date

OPTION 2

Term 1: 3 equal instalments on 9 Feb, Mar and Apr
Term 2: 3 equal instalments on 9 May, Jun & Jul
Term 3: 3 equal instalments on 9 Aug, Sep & Oct
Term 4: 2 equal instalments on 9 Nov & Dec

*** or next working day if the 9th falls on a weekend.**

Fortnightly instalments are available on request.

I/We hereby agree to the terms of the Customer Direct Debit Service Agreement:

SIGNATURE(S)

<input type="text"/>
<input type="text"/>

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

DATE



CUSTOMER DIRECT DEBIT SERVICE AGREEMENT

In respect of the Direct Debit Request (DDR) arrangements made between St Mark's Anglican Community School, ID 124374, and you, this document outlines

- *Our commitment to you*
- *Your rights & your responsibilities to us*
- *Where to go for assistance*

St Mark's Commitment To You

INITIAL TERMS OF THE ARRANGEMENTS

In terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for school fees.

DRAWING ARRANGEMENTS

- The first drawing under this DDR will occur on the date that the next Term fees or instalments are due.
- Your Term account will be forwarded to you in the usual way on the first day of Term so you are aware what funds will need to be in your account on the date fees are due.
- We will give you at least 14 days notice (in writing) when changes to the initial terms of the arrangement are made.
- All drawings will take place on a business day.
- Drawings will continue until you advise us, in writing, to cease, or until your children leave St Mark's and all fees are paid.
- To discuss any changes to the initial terms, please phone the Family Accounts Officer on 9403 1300.

Your Rights

CHANGES TO THE ARRANGEMENTS

If you want to make changes to the drawing arrangements, please provide written notification to the Bursar. These changes may include:

- stopping an individual debit; or
- deferring the drawing; or
- altering the schedule; or
- suspending the DDR; or
- cancelling the DDR completely.

ENQUIRIES

Direct all enquiries to St Mark's rather than your financial institution.

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, please phone the Family Accounts Officer.
- If you do not receive a satisfactory response to your dispute from St Mark's, contact your financial institution who will provide you with a response 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).
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Contact us to resolve your disputed drawing prior to involving your financial institution.

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 are 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 by St Mark's and payment by cash or cheque will be required. We will pass on to you any fees or charges incurred by us as the result of the return of the drawing.