

## Faith Lutheran College, Redlands - Direct Debit Request Form

I/We request that **Faith Lutheran College, Redlands** arrange for funds to be debited from my/our nominated account at the financial institution according to the schedule specified below. This Authority is to continue from year to year until further notice.

Family Code (as shown on your fee statement) \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Email Address \_\_\_\_\_

Please complete **ONE** of the following payment options below:

**(a) Direct Debit from SAVINGS or CHEQUE Account**

Name and Branch of Financial Institution \_\_\_\_\_

Name of Account \_\_\_\_\_

BSB No \_\_\_\_\_ Account Number \_\_\_\_\_

OR

**(b) Direct Debit from CREDIT CARD**

Please Circle correct card: Mastercard/Visa

Name as Shown on Card \_\_\_\_\_

Credit Card Number \_\_\_\_\_

Expiry Date \_\_\_\_\_ CVV Code \_\_\_\_\_

Please indicate your preferred payment frequency:

- Weekly
- Fortnightly
- Monthly

Please indicated preferred payment plan:

- I would like my payments to be calculated to ensure that my account will be paid in full by the end of Term 4.

OR

- Specified amount of \$ \_\_\_\_\_ to continue until further notice.

I would like my payments to commence on \_\_\_\_/\_\_\_\_/\_\_\_\_.

This authority will continue from year to year until advised otherwise.

On completion of this form please return to the Business Office [finance@fclr.qld.edu.au](mailto:finance@fclr.qld.edu.au)

A payment plan will be calculated, and you will be advised further details by email on receipt of this form.

Signature(s)

\_\_\_\_\_

\_\_\_\_\_

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

Date \_\_\_\_\_

# Faith Lutheran College, Redlands – Customer DDR 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 Faith Lutheran College, Redlands and you. It sets out your rights, our commitment to you and your responsibilities to us.

## 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.

## Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on the date nominated on the Direct Debit Request form.
- If any drawing falls due on a non-business day, it will be debited to your account on the following business day proceeding the scheduled drawing date.
- If your payment is declined due to insufficient funds, it will automatically try to process for a second time on the next business day.
- 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 the new account, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Business Office by email [finance@flcr.qld.edu.au](mailto:finance@flcr.qld.edu.au) or by phone on 3820 5500.

## Your Rights

If you want to make changes to the drawing arrangements, please contact the Business Office **at least 3 working days prior to the next scheduled drawing date** by email at [finance@flcr.qld.edu.au](mailto:finance@flcr.qld.edu.au) or by phone on 3820 5500. These changes may include:

- Deferring the drawing
- Altering the schedule
- Stopping an individual debit
- Suspending the DDR
- Cancelling the DDR completely

## Enquiries

Please direct all enquiries to us, rather than your financial institution, and these should be made at least 3 working days prior to the next scheduled drawing date. All communication addressed to us should include your name and Family Code.

All personal customer information held by us in relation to this DDR 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 Business Office during business hours on telephone 3820 5500.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim: (a) within 7 business days (for claims lodged within 12 months of the disputed drawing or (b) 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 can not substantiate the reason for the 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 the nominated credit card account is transferred or closed, and/or the new details when a new replacement card is issued, or a new expiry date given

***If your drawing is returned or dishonoured by your financial institution, a further fortnightly direct debit will be made after the last scheduled direct debit and a further \$9.50 reprocessing fee to partially cover our internal costs will be added to your account.***