

# Customer Direct Debit Request 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 Casey Grammar School 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.

### **Direct Debit arrangements**

- Direct Debit arrangement will occur as follows:
  - **Annual** Payers – the last Friday in the first week of February
  - **Term** Payers – the day BEFORE the first day of each term
  - **Monthly** Payers – 28<sup>th</sup> of each month, January to November – 11 payments
  - **Fortnightly** Payers – commencing the last Friday in January for 22 payments
  - **Weekly** Payers – commencing the last Friday in January for 44 payments
- If any direct debit falls due on a non-business day or public holiday, 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 other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact Simone Strauss on 03 5991 0806 or via email [finance@caseygrammar.vic.edu.au](mailto:finance@caseygrammar.vic.edu.au)

## YOUR RIGHTS

### **Changes to the arrangement**

If you wish to make changes to the direct debit arrangements, contact Simone Strauss on 03 5991 0806 or via email [finance@caseygrammar.vic.edu.au](mailto:finance@caseygrammar.vic.edu.au). These changes may include:

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

### **Enquiries**

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your Surname and Account Number.

All personal 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 direct debit has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Simone Strauss on 03 5991 0806 between 9.00am and 5.00pm Monday to Friday or via email [finance@caseygrammar.vic.edu.au](mailto:finance@caseygrammar.vic.edu.au).

*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 direct debit 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 direct debit is returned / dishonored by your financial institution, you will be contacted either by phone or via mail requesting payment for the returned /dishonored amount and a \$10 fee will be charged to your school account to recover costs.