



Name(s) of parent(s) \_\_\_\_\_

Name(s) of student(s) \_\_\_\_\_

## PAYMENT OPTIONS: PLEASE TICK ONE OPTION

- Option 1**  
Total annual fees to be paid in full in advance.
- Option 2**  
Total annual fees to be paid in 10 equal instalments by direct debit on the first of each month.
- Option 3**  
Total annual fees to be paid in 10 equal instalments by direct debit on the 16th of each month.
- Option 4**  
Total annual fees to be paid in three equal instalments by direct debit.
- Option 5**  
Total annual fees to be paid in three equal instalments not by direct debit.  
(Administration fee applies.)

## DIRECT DEBIT REQUEST

AUTOMATIC PAYMENT OPTIONS (TICK ONE):

**DIRECT DEBIT DETAILS** (Please complete for automatic debit from your bank account)

Name of Australian Financial Institution \_\_\_\_\_

Name on account \_\_\_\_\_

BSB number \_\_\_\_\_ Account number \_\_\_\_\_

**PLEASE SIGN THE DIRECT DEBIT AUTHORISATION SECTION OVERLEAF.**

**CREDIT CARD DEBIT DETAILS**

(Please complete for automatic debit from your credit card) 1% surcharge applies

MasterCard  Visa

Card number

Expiry date   /

Name on card \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

Note: Not covered by service agreement overleaf. Telephone/mail credit card rules apply

# LOCAL STUDENTS DIRECT DEBIT SERVICE AGREEMENT



METHODIST  
LADIES'  
COLLEGE

## OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Methodist Ladies' College, ABN 52 742 627 687 User ID 032022, 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 ARRANGEMENTS

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 expenses.

## DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on a nominated business day.
- If any drawing falls 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 the new 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 contact the Finance Team by email [accounts@mlc.wa.edu.au](mailto:accounts@mlc.wa.edu.au).

## CHANGES TO THE ARRANGEMENT

To amend, cancel, stop or defer your direct debit please forward your request in writing by email to the Finance Team at [accounts@mlc.wa.edu.au](mailto:accounts@mlc.wa.edu.au) or post to PO Box 222, Claremont WA 6910. A minimum of five business days notice must be given.

## DISPUTES

If you believe that a drawing has been initiated incorrectly, we encourage you to take up the matter directly with us by contacting the Finance Manager by telephone on 9383 0211 or email [accounts@mlc.wa.edu.au](mailto:accounts@mlc.wa.edu.au)

If you do not receive a satisfactory response from us to your dispute, contact your financial institution which will respond to you with an answer 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.

Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

## CONFIDENTIALITY

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.

## YOUR COMMITMENT TO US

It is your responsibility to ensure that:

- Your nominated account can accept direct debits as direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all accounts (your financial institution can confirm this).
- The account details which you have provided to us are correct by checking them against a recent account statement.
- You check with your financial institution if you have any queries about how to complete the Direct Debit Request.
- On the drawing date there is sufficient cleared funds in the nominated account. If there is insufficient cleared funds in your account to meet a debit payment:
  - a) you may be charged a fee and/or interest by your financial institution; and,
  - b) you may also incur fees or charges imposed or incurred by us.
- You advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you to arrange an alternate method of payment.

## AUTHORISATION

I/We authorise Methodist Ladies' College, User ID 032022, to arrange for funds to be debited from my/our account at my/our nominated financial institution. This debit will be made through the Bulk Electronic Clearing System (BECS).

Account holder name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Account holder name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**Note:** If debiting from a joint bank account, both signatures are required.