



Direct Debit Request Form

I/We request Georgiana Molloy Anglican School, to arrange for funds to be debited from my/our account as below.

Student Full Name:	
Family Full Name:	
Address:	
Financial Institution:	
Branch Name:	
BSB Numbers:	_____ . _____
Account Numbers:	_____
Commencing:	Immediately / on (Delete whichever is not applicable) ____ / ____ / _____
Please Debit:	From the above account \$ _____ Fortnightly / Monthly

Signature

Signature

If debiting from a joint account

Date ____ / ____ / _____

NB: Completion of this form acknowledges that the associated document "Customer DDR Services Agreement" (2 Pages) has been received and that the conditions contained within that document have been read and understood.

Georgiana Molloy Anglican School

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 Georgiana Molloy Anglican School, User ID 230367 and you.

Its 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.

Drawing Arrangements

Drawings will occur on the nominated date or may occur up to 2 business days after the nominated date to allow for weekends or any unforeseen circumstances.

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 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 do not hesitate to contact the Bookkeeper by phone on 9752 5273 or E-mail wba@gmas.wa.edu.au

Enquiries

Direct all enquiries to us, rather than your financial institution. These should be made at least seven working days prior to the next scheduled drawing date. All communication addressed to us should include your account details. 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 RIGHTS

If you want to make changes to the drawing arrangements, contact the Book keeper on 9752 5273 initially and then in writing. These changes may include:

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

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 Bookkeeper on 9752 5273 during school office hours. 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: within 5 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 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, we will contact you to arrange an alternative payment. Any transaction fees payable by us in respect of the above will be added to your fees account.