



DIRECT DEBIT REQUEST

Request and Authority to Debit the account named below to pay
St Francis School Nathalia

Financial Institution Name:
Institution Address:.....
City, State and Postcode:

(to be completed by customer)

I/We _____
Customer Name(s) giving Direct Debit Request

Customer Residential Address

Postcode _____

I/We authorise St Francis School Nathalia
to arrange for funds to be debited from my/our account, held with the Financial Institution identified above, as described in
The Schedule below.

Payment Details:

The payment is for School Fees and Student Levies.

Identified by Family Name/Fee Account Number _____

The Schedule

Details of account to be debited:

Account held in the name(s) of: _____

Financial Institution's BSB :

Account Number: _____

(Please check with your Financial Institution to ensure the account nominated will facilitate direct debiting. See attached Service Agreement Clause 5.

Direct Debiting to commence on/...../..... and thereafter on a fortnightly/monthly frequency for the amount
of \$.....

Direct Debit Request Authorisation

I/We have read and understood the "Service Agreement" overleaf and acknowledge and agree to it.

I/We request this Arrangement remain in force in accordance with The Schedule described above and in compliance with the "Service Agreement" overleaf.

Customer(s) Signature: _____ Date: _____
_____ Date: _____

DIRECT DEBIT REQUEST

Request to establish Debit Authority within the Direct Debit System

Service Agreement

1. **St Francis School** (the “Debit User”) will debit the BSB/Account nominated in The Schedule of this Direct Debit Request as specified.

St Francis School will not give less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.

2. The customer(s) may request the Debit User to defer or alter the payment amount specified in the Schedule of this Direct Debit Request. Requests authorising these changes may be made by phoning or visiting **St Francis, Nathalia** Customer(s) may change the:
 - Due Date of Payment
 - Payment Amount
 - Frequency of Payment

Customer(s) wishing to vary the drawing account details specified in The Schedule of this Direct Debit Request must provide signed authority for Such changes to be effected.

3. In compliance with the Industry’s Direct Debit Claims Process, St Francis Nathalia will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. **St Francis School** will endeavor to resolve this matter within the Industry agreed timeframes. Customer(s) may visit any branch of their bank and complete a “Direct Debit System Claim Request” form to initiate the process.

4. **St Francis School** advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution (Ledger FI) to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.

5. It is the customer(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request.

6. **St Francis School** advises the debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day **St Francis School** will initiate the debit drawing on the next open business date. Customer(s) may direct processing inquiries to their Ledger FI.

A closed business day is defined as any calendar day on which the customer(s) Ledger FI is not open for direct debit processing. That is

- Weekends
- Public Holiday – State
- Public Holiday – National

7. Where an unpaid debit item is returned by the customer(s) Ledger FI, **St Francis School** will, in accordance with The Schedule if St Francis School, Fees & Charges, apply an Outward Dishonor Fee to the customer(s) recipient account.

8. Customer(s) who wish to cancel this Direct Debit Request must notify **St Francis School** In writing not less than 7 days before the next scheduled debit drawing.

St Francis School requests the customer(s) to direct all inquiries, disputes requests for payment changes or cancellation directly to the St Francis School.

9. **St Francis School** agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.