

SOUTHERN CROSS CATHOLIC COLLEGE

DIRECT DEBIT REQUEST SERVICE AGREEMENT (NOT AVAILABLE THROUGH A CREDIT CARD ACCOUNT)

College fee payments can be made directly into the College account fortnightly through a direct debit agreement. Payment will occur fortnightly on a Wednesday beginning **20 January 2021** for fortnight A, or **27 January 2021** for fortnight B for 23 fortnights.

Please complete the direct debit Request form at the end of this document provide SCCC with the authority to debit your account.

Please indicate which Fortnight you would like to begin:

	Date to begin	Please tick Box
A	20 Jan 2021	
B	27 Jan 2021	

How to calculate your payment amount:

Insert 2021 College Fees Total Payable (Refer to Fee Schedule for amounts)	\$
Add or Deduct any balance brought forward from 2020	\$
Add \$10 Optional Contribution to the Diocese (if you wish to contribute)	\$
Please check fee statement for any additional charges.	\$
Add all the above to give your total to be paid during 2021.	\$
Divide by required number of payments to ensure that payment is completed before the end of the year. (if beginning 20 Jan or 27 Jan this is 23)	\$
Round this amount up if you wish	\$

This document below outlines our service agreement with you, in respect of the Direct Debit Request arrangements made between Catholic Education Office with User ID 227717 acting on behalf of **Southern Cross Catholic College** and you.

It sets out your rights, our commitments to you and your responsibilities to us together with where you should go for assistance.

Our commitment to you - 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 college fees.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the nominated day.
- If any drawing falls due 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 arrangements are made.
- If you wish to discuss any changes to the initial terms, please forward written notice to the college. This can also be faxed or emailed.

Your rights - Changes to the arrangement

If you want to make changes to the drawing arrangements, please forward written notice to the college. This can also be emailed. These changes may include deferring the drawing; 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 14 working days prior to the next scheduled drawing date. All communication addressed to us should include your Family Name, Address, Full Name of Students

attending Southern Cross Catholic College, your Family Code. 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.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Southern Cross Catholic College on 07 4778 3444 during business hours.

You will receive a refund of the drawing account 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 debit (your financial institution can confirm this); and
- That on the drawing 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, the college will advise you. Any transaction fees payable by us in respect of the above will be added to your college fee account.

DIRECT DEBIT REQUEST

***I/We request you Catholic Education Office with User ID 227717
Acting on behalf of Southern Cross Catholic College***

To arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below. I/We understand the direct debits are continuous during the time my/our student/s is enrolled or upon request to cease.

Give permission for Southern Cross Catholic College to recalculate my fortnightly repayments at the beginning of each year based on the increase in School Fees for the new school year.

Name(s) on Bank Account	
Name of Financial Institution	
	Branch:
BSB Number	
Account Number	

Commencing on ____/____/____ please debit \$_____ from the above account each fortnight.

Signature(s)	Date: / /
<i>If debiting from a joint account, both signatures are required.</i>	Date: / /
Student Name & Class	Family Code:

Please contact 4778 3444 if you have any queries or require further information or assistance with this form.



Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with the Roman Catholic Trust Corporation for the Diocese of Townsville Southern Cross Catholic School Annandale with User ID 227717 and ABN 89 479 061 867. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

The terms of this Direct Debit Agreement are for the purpose of school fees debiting from your account fortnightly.

Definitions

account means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between *you* and *us*.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between *us* and *you*.

us or **we** means the Roman Catholic Trust Corporation for the Diocese of Townsville Southern Cross Catholic School Annandale, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

you means the customer who has signed or authorised by other means the *Direct Debit Request*.

your financial institution means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

1. Debiting your account

- 1.1 By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.
- 1.2 We will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.
- or**
- We will only arrange for funds to be debited from *your account* if we have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.
- 1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Amendments by us

- 2.1 We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen (14) days written notice.

3. Amendments by you

You may change*, stop or defer a debit payment, or terminate this agreement by providing us with at least 7 days notification by:

Emailing:
fees@sctsv.catholic.edu.au

or

	<p><i>By Mail:</i> Finance Manager Southern Cross Catholic College PO Box 1747 AITKENVALE QLD 4814</p> <p><i>or</i></p> <p>by telephoning us on 07 4778 3444 during business hours;</p> <p><i>or</i></p> <p>arranging it through your own financial institution, which is required to act promptly on your instructions.</p> <p>*Note: in relation to the above reference to ‘change’, your financial institution may ‘change’ your debit payment only to the extent of advising us the Roman Catholic Trust Corporation for the Diocese of Townsville Southern Cross Catholic School Annandale of your new account details.</p>
<p>4. Your obligations</p>	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your</i> account to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>:</p> <p>(a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;</p> <p>(b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and</p> <p>(c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i>.</p> <p>4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct</p>
<p>5 Dispute</p>	<p>5.1 If you believe that there has been an error in debiting <i>your account</i>, <i>you</i> should notify us directly on 07 4778 3444 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.</p> <p>5.2 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your</i> account (including interest and charges) accordingly. <i>We</i> will also notify you in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited <i>we</i> will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding in writing.</p>
<p>6. Accounts</p>	<p>You should check:</p> <p>(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) your account details which you have provided to us are correct by checking them against a recent account statement; and</p> <p>(c) with your financial institution before completing the Direct Debit Request if you have any Queries about how to complete a Direct Debit Request.</p>

7. Confidentiality	<p>7.1 We will keep any information (including <i>your account</i> details) in <i>your Direct Debit Request</i> confidential. We will make reasonable efforts to keep any such information that we have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that we have about <i>you</i>:</p> <ul style="list-style-type: none">(a) to the extent specifically required by law; or(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).
8. Notice	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to:</p> <p>Finance Manager Southern Cross Catholic College PO Box 1747 AITKENVALE QLD 4814</p> <p>8.2 We will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>Direct Debit Request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the third <i>banking day</i> after posting.</p>