

Our Commitment to You

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Prince Alfred College (User ID Number 085893) and you. It sets out your rights, our commitment to you and your responsibilities to the College, together with where you should go for assistance.

General Information

All installment arrangements incur a 1% administration fee, regardless of the method of payment. All credit card payments also attract a 1% surcharge.

Initial Terms of the Arrangement

In terms of the Direct Debit Request arrangements made between the College and signed by you, we undertake to periodically debit your nominated cheque or savings account or process payment from your nominated credit card on the agreed dates for the agreed amount for school fees.

Payment Arrangements

- The first payment under this arrangement will occur on the 15th of the month or other agreed date.
- If any payment falls due on a non-business day, it will be processed on the next business day following the scheduled payment date.
- We will give you at least 14 days notice either in writing or by telephone when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next payment date or any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms you can contact the College by telephone.

Extended Terms of the Arrangement

Accounts for Term Charges for optional items such as music lessons, instrument hire, bookroom purchases, sports photographs, art and tech studies materials etc are issued at the end of each term. **These costs are not included in your regular DDR amount but will be added to your next instalment after the due date.**

Your Rights

Changes to the Arrangement

If you want to make changes to the payment arrangements, please contact the Finance Department of the College by telephone on 8334 1250 at least two working days before the scheduled payment date. These changes may include:

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

Enquiries

Direct all enquiries to the Finance Department of the College, rather than to your financial institution. All communications addressed to the College should include the name(s) of your son(s) and the drawing account name. All personal customer information held by the College 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 payment has been initiated incorrectly, we encourage you to take the matter up directly with the Finance Department at the College during the hours 9.00 am–4.00 pm, Monday to Friday.
- If you do not receive a satisfactory response from the College to your dispute, contact your financial institution who 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 payment amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact the College to resolve your disputed payment prior to involving them.

Your Commitment to the College

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- on the payment date there is sufficient cleared funds in the nominated account; and
- you advise the College if the nominated account is transferred or closed.

If your payment is returned or dishonoured by your financial institution, you will be contacted to arrange a replacement payment. Any transaction fees payable by the College in respect of returned or dishonoured drawings will be added to your account.

Completion of DDR

Please complete the Direct Debit Request and return the form to the Finance Department at the College.



Prince Alfred College Direct Debit Request (DDR)

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Customer Details

PAC Family Account Number: _____

Parent Name(s): _____ Student Name(s): _____ Yr Lvl: _____

Address: _____
(Street Name and Number) (Suburb) (Post Code)

Payment Arrangement

Payment Amount: \$_____ Payment Frequency: Monthly on either 15th or last Friday of the month.
(Please indicate preference).

Payment Term: Continue until cancelled by me or Prince Alfred College Finance Department

I/We are aware that the payment will be increased as needed to include the term charges, which will be communicated in advance.

Option 1: Bank or Credit Union Account

Financial Institution: _____ Branch: _____

BSB: _____ Account No: _____

Account Holder Name(s): _____

I/We authorise Prince Alfred College (User ID Number 085893) to debit my/our account at the financial institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Payment Arrangements stated above and this Direct Debit request and as per the DDR Service Agreement provided.

Option 2: Credit Card

Please charge my periodical payments to my (please tick one): Visa Mastercard Amex

Card Number: _____ Expiry Date: ____/____ CSV: _____

Name on Card: _____
(exactly how it appears on card)

This Authorisation is to remain in force in accordance with the Terms and Conditions to which this Direct Debit Request relates, the provided DDR Service Agreement, and I/we have read and understand the same.

Authorising Signature(s): _____

Date: / /

OFFICE USE ONLY

TASS Account Type Direct Banking Batch Advantage