

DIRECT DEBIT REQUEST AND SERVICE AGREEMENT

1. DIRECT DEBIT REQUEST

PART A: YOUR DETAILS

School Account Code	<input type="text"/>
Parent/Guardian Name(s)	<input type="text"/>
Student Name(s)	<input type="text"/>
Phone Number	<input type="text"/>
Email Address	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>

PART B: PAYMENT TYPE AND FREQUENCY

CREDIT CARD**Frequency:**☐ Monthly (last banking day of each month)

OR

☐ Per Term (30 November, 28 February, 30 May, 30 August (or the last banking day of the month))

PART C: PAYMENT AMOUNT

MonthlyAmount: \$ **Per Term**

Amount: The balance of the term fee account

<input type="checkbox"/>	CREDIT CARD	Type of card: Visa / Mastercard <i>(please circle)</i>																
Credit Card Number:																		
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Expiry Date:		<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;">/</td> <td style="width: 20px; height: 20px;"> </td> <td style="width: 20px; height: 20px;"> </td> </tr> </table>			/													
		/																
Cardholder Name:																		
Signature:		Date: 																

I, the cardholder, authorise Concordia College to charge my credit card as per my election in Part B, all College fees and charges as per the College Fee Statement and any additional fees and charges as per the above payment details in Part B & C and Part 2. Direct Debit Service Agreement. I further agree that prior to my credit card expiring or becoming invalid, I will provide Concordia College with details of a valid credit card, or negotiate alternative payment arrangements.

Signature: _____ Date: ____/____/____

PART E – ACCEPTANCE OF AGREEMENT

I/We agree that the amount authorised in Part C of this authority is subject to annual increases of school fees (automatically applied in November each year) and fees for future enrolments of our/my children.

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2. Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Concordia College. 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 College Administered Payment Plan on SEQTA Engage.

All communication addressed to us should include your Account Code as per your College Fee Statement.

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 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.

us or we means Concordia College who you have authorised by establishing, or directing Concordia College to establish, a College Administered Payment Plan on SEQTA Engage.

you means the customer who has initiated or agreed to establish a College Administered Payment Plan via SEQTA Engage.

your financial institution means the financial institution responsible for administering the account nominated by you in establishing a College Administered Payment Plan.

Debiting your account

By establishing, or directing Concordia College to establish, a College Administered Payment Plan on SEQTA Engage, you have authorised us to arrange for funds to be debited from your account. The amounts debited will be all College fees and charges as per the College Fee Statement and any additional amounts charged by the College since the date of the statement. You should refer to this agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account in accordance with the SEQTA Engage College Administered Payment Plan details and in accordance with this agreement.

Amendments by us

We may vary any details of this agreement at any time by giving you at least **fourteen (14) days** written notice.

Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement.

To enable us to action your request to alter the Direct Debit arrangement you should contact the College Finance Office on 8272 0444 or email finance@concordia.sa.edu.au during term time from 8.00am to 4.30pm. Details of the College account name and code must be advised. Due to processing arrangements it is necessary to advise any changes five working days prior to the date the direct debit is scheduled. Please note that the College Finance Office may close during term school holidays and closes for approximately two weeks over the Christmas/New Year period and requests to alter or change arrangements during this time should be advised well in advance.

Your Obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a payment to be made in accordance with your College Administered Payment Plan via SEQTA Engage.

If there are insufficient clear funds in your account to meet a debit payment:

- you may be charged a fee and/or interest by your financial institution;
- you may also be charged a declined transaction fee by the College;
- you must arrange for the debit payment to be made by another method.

It is your responsibility, prior to your credit card expiring or becoming invalid, to update SEQTA Engage with details of a valid credit card or negotiate alternative payment arrangements with the College.

You should check your College Fee Statement to verify that the amounts debited from your account are correct.

Dispute

If you believe that there has been an error in debiting your account, you should notify us directly by telephoning 8272 0444 or by email to finance@concordia.sa.edu.au as soon as possible so that we can resolve your query.

If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging an adjustment to your nominated credit card accordingly. We will also notify you of the amount of the adjustment.

If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.

Confidentiality

We will keep any information (including your account details) relating to your College Administered Payment Plan on SEQTA Engage confidential. We will make all reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- to the extent specifically required by law; or
- for the purposes of this agreement (including disclosing information in connection with any query or claim).