

## CUSTOMER PAYMENT OPTIONS

### DIRECT DEBIT

Direct Debit is a most convenient way to make payments for College Fees. The fee can be deducted weekly / fortnightly / monthly to suit your needs.

Just read the enclosed Customer DDR Service Agreement and complete the Direct Debit Request form attached and return it to the Business Office in the envelope enclosed.

To discuss the options further please contact the Business Office.

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### CREDIT CARD PAYMENT

Payment by Credit Card is accepted for College Fees and payment can be made weekly / fortnightly / monthly.

To make regular payment by Credit Card please complete the attached Credit Card Payment Authority and return in the envelope provided.

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### INTERNET BANKING / FUNDS TRANSFER

Payment of College Fees can be made using your Internet banking option. Please remember when using this option to quote your Family Code. This is found on the remittance slip of your statement. If you are unsure please contact the Business Office and they can provide you with your Family Code.

Bank account details can be obtained by contacting the Business Office.

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### B-PAY

Payment of College Fees can now be made using B-Pay facilities. Your unique Reference Number and Biller Code can be found at the bottom of the remittance side of your statement. For further details contact the Business Office.

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### ADVANCE PAYMENT DISCOUNT

At the beginning of each calendar year, the College offers a discount of 5% to customers who pay a full 12 months fees in advance. Full payment is required by 30 January.

**To discuss any of the payment options please contact the Business Office**

## Customer Direct Debit Request (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 Suncoast Christian College, User ID 088603. It 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

- The first drawing under this Direct Debit arrangement will occur on a nominated day.
- If any drawing falls due on a non-business day, it will be debited from 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 arrangement are made. This notice will state the 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 phone Accounts Receivable on 5451 3656.

### YOUR RIGHTS

#### CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us by phoning Accounts Receivable. 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.

Missed or deferred debits will be expected to be caught up within 28 days. If the DDR is cancelled the account will revert to a 14 day account payable by cash, cheque or credit card.

## ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your account number.

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 the Business Manager on 5451 3600.
- 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 7 business days (for claims lodged within 12 months of the disputed drawing)
  - 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.

*Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

## 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, please contact Accounts Receivable as soon as possible. Any transaction fees payable by us in respect of the above will be added to your account.

## DIRECT DEBIT REQUEST/AUTHORITY

*It is not necessary to complete this form unless changes to your account details occur.*

I/We request that Suncoast Christian College user ID 088603 to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Name of Financial Institution/Bank \_\_\_\_\_

Address/Branch \_\_\_\_\_

BSB No.                    -

Account Number           

Commencing (immediately / on -- )                    (delete one)

Please debit \$\_\_\_\_\_ from the above account each:

Week     Fortnight     Month     Other \_\_\_\_\_

Signature (s) \_\_\_\_\_

(If debiting from a joint bank account, both signatures are required)

Date                    --

OFFICE USE ONLY

Family Key   

Date Entered    --

Comments: \_\_\_\_\_

Entered by: \_\_\_\_\_



## CREDIT CARD PAYMENT AUTHORITY

I/We give authority for Suncoast Christian College to process payment with the Credit Card details provided below.

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Visa  Mastercard

Name as it appears on the card: \_\_\_\_\_

Card No:

Expiry Date:   /   Check Digits: \_\_\_ \_\_\_ \_\_\_

Family Code: \_\_\_\_\_ (found on the bottom right hand corner of the invoice)

Commencing (immediately / on   -   -   ) (delete one)

Please debit \$ \_\_\_\_\_ from the above Credit Card each:

Week  Fortnight  Month  Other \_\_\_\_\_

Signature \_\_\_\_\_

Date   -   -

OFFICE USE ONLY

Family Key

Date Entered   -   -

Comments: \_\_\_\_\_

Entered by: \_\_\_\_\_

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