

HUME ANGLICAN GRAMMAR



Direct Debit Request Service Agreement

1. Hume Anglican Grammar

- 1.1 Reserve the right to refuse this application if the School fee account is overdue.
- 1.2 Please refer to the School fee calculator and Tuition schedule on our website for an indication of what your future School fee payments will be.
- 1.3 Proceed to debit your nominated account on each of the set dates. (If the debit day falls on a weekend or public holiday, we may process the debit on the next business day). If you are unsure about which day your account has, or will be, debited you should ask your financial institution.
- 1.4 Not debit a lesser amount than is due on a set date.
- 1.5 **Cancel this direct debit authority in the event of three payment dishonours in one year.**
- 1.6 Confirm in writing when a direct debit authority has been cancelled.

2. Changes by Hume Anglican Grammar

- 2.1 I authorise the School on provision of the Annual Mandatory Payment Form by myself indicating option A, authorise the School to increase my payment accordingly in line with any increase in School fees for the said year.

3. Changes by You

- 3.1 Subject to 3.2, you may change the arrangements under a direct debit request by completing a new direct debit request form and presenting it to Hume Anglican Grammar. In addition in October each year you may choose to increase the amount in line with School fee increases if indicated and selected on your Mandatory School Fee Payment Agreement.
- 3.2 You may also stop or cancel your authority for us to debit your account at any time by giving Hume Anglican Grammar School notice in writing within seven (7) days before the next debit day. Stops or cancellations can also be directed to the ledger financial institution.

4. Your obligation

- 4.1 It is your responsibility to ensure account details on the direct debit form are correct by having your financial institution verify the BSB and account details.
- 4.2 It is your responsibility to ensure that there are enough clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.3 If there are insufficient clear funds in your account to meet a debit payment:
 - (a) you may be charged a fee and/or interest by your financial institution;
 - (b) you may also incur fees and charges imposed or incurred by Hume Anglican Grammar; and
 - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient funds to be in your account by an agreed time so that we can process the debit payment.
- 4.4 It is your responsibility to check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

- 5.1 If you believe there has been an error in debiting your account, you should notify Hume Anglican Grammar on (03) 8339 6900 and confirm that notice in writing as soon as possible so we can resolve your query.
- 5.2 If we conclude, as a result of our investigations, that your account has been incorrectly debited by Hume Anglican Grammar, we will refund the amount directly to you. Should our investigations conclude your account has been incorrectly debited by a financial institution, we will arrange for them to adjust your account (including interest and charges) and advise you in writing.
- 5.3 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.
- 5.4 Any queries about an error in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter. If we cannot resolve the matter, you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

- 6.1 You should check:
 - (a) with your Financial Institution whether direct debit is available from your account, as Direct Debit through BECs is not available on all accounts.
 - (b) your account details which you have provided to us are correct by checking them against a recent account statement.
 - (c) with your financial institution, before completing the direct debit request, if you have any queries about how to complete the direct debit request.

7. Confidentiality

- 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any employee or agent who has access to information about you does not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
 - (a) to the extent specifically required by law; or
 - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Hume Anglican Grammar, 100 Mt Ridley Road, Mickleham VIC 3064.
- 8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us held on Hume Anglican Grammar's Database.
- 8.3 Any notice will be deemed to have been received on the third banking day after emailing or posting.