

Sacred Heart Account Code:



Sacred Heart
College
GEELONG

Direct Debit Request

Name: _____

Address: _____

Phone: _____ Email: _____

Amount and Frequency of Debit

Please check your Fee Statement and calculate your monthly or quarterly payments. Please note that unless you specify otherwise, your repayments will be adjusted in November to cover any additional charges throughout the year. You do not need to submit a new form annually, as your regular payments will be adjusted to take into account annual fee increases.

- Debit \$ _____ each week (29-Jan-25 to 29-Oct-25), with the balance debited on 29 October
- Debit \$ _____ each fortnight (05-Feb-25 to 29-Oct-25), with the balance debited on 29 October
- Debit \$ _____ each month (Jan - Nov), with the balance debited in November
- Debit \$ _____ each term (4 Terms - February, April, July, October) with the balance debited in October

Credit/Debit Card Authority - Processed quarterly, monthly (1st of the month) or fortnightly

Card type: VISA Mastercard

Name on card: _____

Card number: _____

Expiry date: ___ / ___ / ___ CWV number: _____

Direct Debit Authority - Processed quarterly, monthly (15th of the month) or fortnightly

Account name: _____

Bank or institution: _____

BSB: _____ Account number: _____

I request and authorise Sacred Heart College Geelong 435180 to debit my account through the Bulk Electronic Clearing System (BECS) as detailed below to pay school fees. This authority remains in force until such time that I provide written instruction to amend or cancel this authority.

Signature: _____ Name: _____ Date: _____

Second account signatory (if required):

Signature: _____ Name: _____ Date: _____

Please sign and return this form to Reception or email it to areceivable@shcgeelong.catholic.edu.au



Educating Girls to Make a Difference

A Ministry of Mercy Education Limited ABN 69 154 531 870

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with *Mercy Education Ltd trading as Sacred Heart College Geelong, 435180, ABN: 69 154 531 870*. 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.

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 Mercy Education Ltd trading as Sacred Heart College Geelong, (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.
- 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.
- 1.4. 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.
- 1.5. You may change*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by providing us with at least 40 days notification by writing to: areceivable@shcgeelong.catholic.edu.au or by telephoning us on (03) 5222 0418 during business hours.

**Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us, Mercy Education Limited trading as Sacred Heart College, of your new account details.*

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

- 3.1 You may change*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by providing us with at least 40 days notification by writing to: areceivable@shcgeelong.catholic.edu.au or by telephoning us on (03) 5222 0418 during business hours;



*Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us, Mercy Education Limited trading as Sacred Heart College, of your new account details.

4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.
- 4.2 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 or charges imposed or incurred by *us*; and
 - c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

You should check *your account* statement to verify that the amounts debited from *your account* are correct.

5. Disputes

- 5.1 If *you* believe there has been an error in debiting *your account*, *you* should notify *us* directly on areceivable@shcgeelong.catholic.edu.au or **(03) 5222 0418** 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.
- 5.2 If *we* conclude as a result of our investigations that *your account* has been incorrectly debited, *we* will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.

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 in writing.

5. Accounts

- 5.1 *You* should check:
 - a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.
 - b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
 - c) with your financial institution before completing the Direct Debit Request if *you* have any queries about how to complete the Direct Debit Request.

6. Confidentiality

- 6.1 *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 of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 6.2 *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).

7. Notice

- 7.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to: areceivable@shcgeelong.catholic.edu.au
- 7.2 *We* may send notices either electronically to your email address or by ordinary post to the address *you* have given *us*. If mailed, communications are taken to be received on the day they would be received in the ordinary course of post.

