

Direct Debit (DDC) Change

**Student/s
Name:**

**Customer's
Authority**

Name of customer/s giving the DDR

I/we

I/we have previously authorised Carroll College to arrange for funds to be debited from my/our account held at the financial institution specified.

APCA User ID Number

402731

**Payment
Details**

This authority allows the debiting of amounts payable by the Customer under the Agreement between the Customer and **Carroll College, Broulee.**

**Details of the
Account to be
debited**

All details must
be supplied

Name of the Financial Institution

Branch name

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Account name (please insert your name in full)

BSB number

Account number

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Note: Direct debiting is not available on the full range of accounts. If in doubt, please refer to your bank/financial institution.

CANCEL/ ALTER/ SUSPEND (Please Circle) my request to be:

Amount	Commence/Recommence	Frequency		
		Weekly	Fortnightly	Monthly
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Customer
Authorisation**

By signing below, I/We acknowledge that the Direct Debit arrangement is governed by the terms of Authorisation the DDRSA attached to this request. I/We also authorise **Carroll College, Broulee** to verify (if need be) the details of the account with my/our Financial Institution mentioned above and for that Financial Institution to release information to **Carroll College, Broulee** in order to allow it to verify the above account details.

If in joint names
both signature
may be required

Signature

Signature

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Date

Date

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School Use Only:

Entered: ___/___/___

School ID: _____

Bank ID:



Direct Debit Request Service Agreement (DDRSA)

1. By signing the DDR, you authorise the school to arrange for funds to be debited from your Account in accordance with the Agreement.
2. The school will advise you 14 days in advance of any changes to the DDR.
3. For all matters relating to the DDR, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
 - a. Contact the school's administration
 - b. Allow 14 days for the amendments to take effect or to respond to a dispute.
4. If the school's investigations show that your Account has been incorrectly debited, it will arrange for the Financial Institution to adjust your Account accordingly. The school will also notify you in writing of the amount by which your Account has been adjusted. If the school's investigations show that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.

If the school cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

5. You should be aware that:
 - a. Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts: and
 - b. You should check your Account details (including the Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution.

If you are in any doubt, please check with your Financial Institution before completing the drawing authority.

6. It is your responsibility to ensure that:
 - a. Sufficient cleared funds are in the Account when the payments are drawn.
 - b. The authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held.
 - c. Suitable arrangements are made if the direct debit is cancelled, by you, the Financial Institution or for any other reason.
7. If the due date for payment falls on a day other than a Banking Business Day, the payment will be processed on the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with your Financial Institution.
8. For returned unpaid transactions, the following procedures or policies will apply:
 - a. The school will treat the payment as if it was never made.
 - b. Services may be suspended until the outstanding charges are paid.
 - c. A fee may be applied for drawings that are returned unpaid. The school reserves the right to cancel the DDR at any time if drawings are returned unpaid by your Financial Institution.
9. All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.

Definitions Account – the account nominated in the DDR held at your Financial Institution from which the school is authorised to arrange for funds to be debited.

Agreement – means the Terms and Conditions as amended from time to time.

Direct Debit Request – means the Direct Debit request (DDR) between the school and you as amended from time to time.

Financial Institution – is the financial institution where you hold the account nominated in your DDR as the account from which the school are authorised to arrange for funds to be debited.

