



## DIRECT DEBIT OR CREDIT CARD DEBIT REQUEST SCHOOL FEE DEDUCTION

Family Code: eg: SMITH01 \_\_\_\_\_ (see bottom right hand corner of invoice)

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Student/s Attending \_\_\_\_\_

I/We authorise you, Georges River Grammar School (ID 229052) 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 of Financial Institution: \_\_\_\_\_

Name of Account: \_\_\_\_\_

BSB Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

I/We authorise you, Georges River Grammar School (ID 24242216) to arrange for funds to be debited from my/our Credit Card shown below according to the schedule specified below.

Credit Card: VISA  MasterCard  AMEX

Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_

Name on Card: \_\_\_\_\_

Signature Card Holder: \_\_\_\_\_

Commencing immediately on: Friday \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Please debit \$ \_\_\_\_\_ (office will advise amount) from the above account each:

Week  Fortnight  Month  OR please debit the full amount of my fee statement 14 days after issue

I/We undertake that this payment arrangement will remain in place until such time that a new direct debit agreement is made.

Signed: \_\_\_\_\_

Dated \_\_\_\_ / \_\_\_\_ / \_\_\_\_

The person signing this document does so on behalf of both parents/guardians.

**Please email the completed form to [accounts@grg.nsw.edu.au](mailto:accounts@grg.nsw.edu.au)**

# CUSTOMER DIRECT DEBIT OR CREDIT CARD SERVICE AGREEMENT

## ***Our commitment to you***

This document outlines our service commitment to you. In respect of the Direct Debit Request (DDR) it covers arrangements made between Georges River Grammar School Ltd (ABN: 73 003 130 630) and you. In respect of the Credit Card Debit Request (CCR) it covers arrangements made between Georges River Grammar School Ltd (ABN: 73 003 130 630) and you. 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 and Credit Card Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for tuition fees and/or building fund.

## ***Drawing arrangements***

- The first drawing under this Direct Debit or Credit Card Debit arrangement will occur on a nominated Friday.
- If any drawing falls due on a non-business day, it will be debited to your account on the previous business day before the scheduled drawing date.
- We will give you at least 14 days notice in writing or some other means of your choice, 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, contact Mrs Lyn Gelland by phone on 8761 9934 or call at the office between 8am and 4pm school days.

## **Your rights**

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact Mrs Lyn Gelland by phone on 8761 9934 or call at the office between 8am and 4pm school days giving a minimum of 14 days notice.

## **Enquiries**

All enquiries regarding this arrangement must be directed to Lyn Gelland rather than your financial institution and if any change is required to the drawing it must be made at least 14 days prior to any change.

All personal customer information is kept confidential within the administration staff of the School, except that the information will be made available to our financial institution to initiate the drawing to your nominated account.

## **Disputes**

- If you believe that a drawing has been initiated incorrectly we urge you to take the matter up with us directly by contacting Mrs Lyn Gelland by phone on 8761 9934 or call at the office between 8am and 4pm school days.
- If you do not receive a satisfactory response from us, to your dispute, contact your financial institution who will respond with an answer to your claim:-
  - within 7 business days (for claims lodged within 12 months of the disputed drawing) or
  - 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, and
- that you provide us with any updated information such as expiry dates for credit or debit cards or changes in your account details.

If your drawing is returned or dishonoured by your financial institution you will be notified by immediate phone call and requested to pay the outstanding payment immediately. Any transaction fees payable by us relating to the dishonour will be added to your account and will need to be paid immediately.

In the event that 3 consecutive weekly or fortnightly debits fail, or, 2 consecutive monthly debits fail, then the full balance owing on your account shall become due and payable within 7 days of the third default together with any charges incurred by the school in relation to the defaults for Weekly and fortnightly debits. In relation to the defaults for Monthly debits the full balance owing on your account shall become due and payable within 7 days of the second default together with any charges incurred by the school.

## **Terms of this authority**

- This authority is intended to cover the entire time that you have a child attending the school.
- This authority specifically authorises the School to debit all fees and associated expenses as billed every term including any contribution to the School's Building Fund (if nominated).