



SOUTH COAST
BAPTIST COLLEGE

Direct Debit/Credit Card Payment Request

I/We request South Coast Baptist College, to arrange for funds to be debited from my/our nominated account, at the Financial Institution Shown below and according to the Drawing Details specified:

Name/s of Account holder/s: _____ Contact Number: _____

Student Names _____

Account Details

Bank Name: _____ Branch Name: _____

BSB Number: _____ Account Number: _____

OR

Credit Card No: _____ - _____ - _____ Expiry ____/____/____ CVV: ____-____-____

Cardholder Name: _____

Direct Debit Frequency: Year Term Month Fortnight Week

Amount \$ _____ Commencement Date: ____/____/____

I/We:

1. have read and agreed to the Terms and Conditions of the Direct Debit/Credit Card Payment Request - Customer Service Agreement with South Coast Baptist College.
2. authorise the College to increase my direct debit as needed to ensure my tuition account is finalised by 30th November (the adjustment will not happen without prior notification).
3. authorise the College to use the above bank account information to process direct debits as indicated below:

Soccer Fees Gymnastics School Trip Other _____

Signature 1: _____

Signature 2: _____

Name: _____

Name: _____

Date: _____

Date: _____

DIRECT DEBIT/CREDIT CARD PAYMENT REQUEST – CUSTOMER SERVICE AGREEMENT

OUR COMMITMENT TO YOU

This document outlines our service commitment in respect to the Direct Debit/Credit Card Payment Request arrangements made between South Coast Baptist College User ID 228389 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

TERMS OF THE ARRANGEMENT

South Coast Baptist College will commence drawings from the nominated financial institution for annual school fees and charges at the amount agreed to in the 'Direct Debit/Credit Card Request' form between South Coast Baptist College and the account holder.

As per Enrolment Terms and Conditions, all annual fees and charges must be finalized at the end of each school year. Therefore, South Coast Baptist College reserves the right to amend the Direct Debit drawing/Credit Card Payment accordingly to ensure that a zero balance is reached by the end of each school year. Account holders will be notified 10 working days prior to any amendments being made.

Any expenses, costs or disbursements incurred by South Coast Baptist College in recovering any outstanding monies including Debt Collection Agency Fees and Solicitor's costs shall be paid by the account holder. Rejected direct debits will incur an administration charge (including bank charges) for every occurrence as set out in the Fees Schedule. If your drawing is rejected by your financial institution, we will initiate a re-draw within one business week.

BANK ACCOUNT DRAWING & CREDIT CARD PAYMENT ARRANGEMENTS

- All weekly drawings shall occur on each applicable Friday.
- All fortnightly drawings shall occur on each applicable Friday.
- All monthly drawings shall occur on the 15th day of each month
- All term drawings shall occur on the first Friday of each school term.
- When a drawing falls on a non-business day, the direct debit shall occur on the next business day.
- Please note that all credit card payments incur a 1% surcharge.

ENQUIRIES

Direct all enquiries (frequency, amount, etc.) to South Coast Baptist College on 08 9540 4400 rather than to your financial institution. This should be made at least ten business days prior to the next scheduled drawing date. All communication addressed to us should include your full name and current payment amount. 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.

EMAIL COMMUNICATIONS

Changes to be Agreement may be made by email to/from your email address registered with the College. Email communications with the College can be directed to accounts@scbc.wa.edu.au.

DISPUTES

If you deem that a drawing is incorrect, please contact the Accounts Receivable Officer on 08 9540 4407. (Note: Your financial Institution will ask you to contact us to resolve your disputed drawing prior to involving them.)

If you deem that the response is not satisfactory in regard to the dispute, contact your financial institution. The general time of response for a financial institution is;

- Within 5 business days (for claims lodged within 12 months after the disputed drawing); or
- Within 30 business days (for claims lodged more than 12 months after the disputed drawing).

YOUR RESPONSIBILITIES TO US

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this);
- That on the drawing date there is sufficient cleared funds in the nominated account;
- That you advise us if the nominated account is transferred or closed; and
- That you advise us of new credit card expiry details or bank account details by completing a new Direct Debit/Credit Card Payment Request form.