

Change Direct Debit (DDR) Request



St Joseph's School

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Customer's Authority

Name of customer/s giving the DDR

I/we

APCA User ID Number

402747

Authorise and request the school until further notice in writing, to change, alter, cancel or suspend funds being debited through the Bulk Electronic Clearing System (BECS) from my/our account at the Financial Institution identified below as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time.

Payment Details

This authority allows changing, altering, cancelling or suspending the debiting of amounts payable by the Customer under the Agreement between the Customer and St Joseph's School.

Details of the Account to be debited

Name of the Financial Institution	Branch name

Account name (please insert your name in full)

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All details must be supplied

BSB number	Account number	Family ID (school use)

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

Amount

\$

Frequency

Week

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Month

--

Fortnight

--

--

After the Debit on

--

(this payment will be made)

Cancel/Alter/Suspend

(Please circle)

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 the school 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 the school in order to allow it to verify the above account details.

If in joint names both signature may be required

Signature	Signature

Date	Date

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.
 - 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.

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.

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.