



Holy Spirit School
 83 Minerva Rd
 Manifold Heights Vic 3218
 Ph: 03 5229 8298

Email: admin@hsmanifoldheights.catholic.edu.au

Direct Debit Request

(to be returned to Holy Spirit)

Request and Authority to debit the account named below to pay
Holy Spirit School, Manifold Heights

Request and Authority to debit	Your Surname _____ Your Given names _____ "you" Request and authorise Holy Spirit School to arrange a debit to your nominated account to pay for School Fees, Levies, Excursion and Camp Costs. This debit or charge will be arranged by Holy Spirit School's financial institution and made through the Bulk Electronic Clearing System Framework (BECS) from your nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.
Amount of Debit	\$ _____ Weekly commencing on _____ \$ _____ Fortnightly commencing on ____/____/_____. Continuing until cancellation. \$ _____ Monthly commencing on ____/____/_____. Continuing until cancellation. \$ _____ Termly commencing on ____/____/_____. Continuing until cancellation.
Insert details of account to be debited	Name/s on account: _____ Financial Institution Name: _____ BSB Number (Must be 6 Digits) ____ - ____ Account Number _____
Your contact details	Address: _____ Email: _____ Phone: _____
Confirmation	By signing and/or providing us with a valid instruction in respect to your Direct Debit request you confirm that: <ul style="list-style-type: none"> • you are authorised to operate the nominated account; and • you have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Request Service agreement.
Your Signature	Signed in accordance with the account authority on your account: Signature: _____ Contact details: As above
Second account signatory (if required)	Signed in accordance with the account authority on your account: Signature: _____ Name: _____

Direct Debit Request (DDR) Service Agreement

Our Commitment to you

This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between Holy Spirit School, ABN 62 101 045 605 (User ID 377238) and you. Direct Debit arrangements pertain to requests to deduct money from your financial institution account. The agreement is designed to explain 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. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your direct debit request (DDR) and should be read in conjunction with you DDR form.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the nominated date.
- We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.
- If the debit 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.
- 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 to the address you have given us in the Direct Debit Request.
- 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.
- We will only disclose information that we have about you to the extent specifically required by law, or for the purposes of this agreement (including disclosing information in connection with any query or claim).

Your Rights

Changes to the arrangement

You may change, stop or defer a debit payment, or terminate this agreement by providing us at least fourteen days notification by

- Telephoning us on (03) 5229 8298 during business hours:
- Emailing us on: admin@hsmarionfoldheights.catholic.edu.au. Or
- Arranging it through your own financial institution.

Disputes

You should check your account statement to verify the amounts debited from your account are correct. If you believe that there has been an error in debiting your account, you should notify us directly on (03) 5229 8298 and confirm that notice by email as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up with your financial institution direct.

If we conclude as a result of our investigations that your account has been debited incorrectly, 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.

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
- Your account details which you have provided to us are correct by checking them against a recent account statement: and
- That there are sufficient funds in your account to meet a debit payment to be made in accordance with the Direct Debit Request.
- If there are insufficient funds in your account to meet a debit payment you may be charged a fee and/or interest by your financial institution. You may also incur fees or charges imposed or incurred by us; and you must arrange for the direct debit payment to be made by another method or arrange sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.