



Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with **Esperance Senior High School, USER ID (405817)**. It explains 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.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

<p>Definitions</p>	<p>account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.</p> <p>agreement means this Direct Debit Request Service Agreement between you and us.</p> <p>banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by you to us is due.</p> <p>debit payment means a particular transaction where a debit is made.</p> <p>direct debit request means the Direct Debit Request between us and you.</p> <p>us or we means Esperance Senior High School (the Debit User) you have authorised by requesting a Direct Debit Request.</p> <p>you means the customer who has signed or authorised by other means the Direct Debit Request.</p> <p>your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.</p>
<p>1. Debiting your account</p>	<p>1.1 By signing a <i>Direct Debit Request</i> or by providing <i>us</i> with a valid instruction, you have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. You should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p><i>or</i></p> <p>We will only arrange for funds to be debited from <i>your account</i> if we have sent to the address nominated by <i>you</i> in the <i>Direct Debit Request</i>, a billing advice which specifies the amount payable by <i>you</i> to <i>us</i> and when it is due.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, we may direct your <i>financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If you are unsure about which day <i>your account</i> has or will be debited you should ask your <i>financial institution</i>.</p>
<p>2. Amendments by us</p>	<p>2.1 We may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving you at least fourteen (14) days written notice.</p>

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<p>3. Amendments by you</p>	<p>You may make alterations, stop, cancel or defer a debit payment, or terminate this agreement by providing us with at least 14 days notification by writing to:</p> <p style="padding-left: 40px;">Esperance Senior High School Accounts Department Lot 500 Pink Lake Road Esperance WA 6330</p> <p style="text-align: center;"><i>or</i></p> <p>by calling us on (08) 9071 9555 during business hours;</p> <p style="text-align: center;"><i>or</i></p> <p>may be directed to the Ledger FI.</p> <p>*Note: in relation to the above reference to 'alterations', your financial institution may 'alter' your debit payment only to the extent of advising us, Esperance Senior High School of your new account details.</p>
<p>4. Your obligations</p>	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your</i> account to allow a <i>debit payment</i> to be made by the due date, to allow for the payment of Debit Items according to the relevant <i>Direct Debit Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"> (a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>; (b) <i>you</i> may also incur fees or charges imposed or incurred by us; and (c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that we can process the <i>debit payment</i>. <p>4.3 <i>You should</i> check your <i>account statement</i> to verify that the amounts debited from <i>your account</i> are correct</p> <p>4.4 If the customer is uncertain as to when the debit will be processed to the customer's account, he or she should enquire direct of the Ledger FI</p>
<p>5. Dispute</p>	<p>5.1 If you believe that there has been an error in debiting <i>your account</i>, you should notify us directly (08) 9071 9555 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you may be advised that 'Claims may also be directed to the Ledger FI'.</p> <p>5.2 If we conclude as a result of our investigations that <i>your account</i> has been incorrectly debited we will respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your</i> account (including interest and charges) accordingly. We will also notify you in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If we conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited we will respond to <i>your</i> query by providing you with reasons and any evidence for this finding in writing.</p>

<p>6. Accounts</p>	<p>You should check:</p> <ul style="list-style-type: none"> (a) with your <i>financial institution</i> whether direct debiting is available from your <i>account</i> as direct debiting is not available through BECS on all accounts offered by financial institutions. (b) your <i>account details</i> which you have provided to us are correct by checking them against a recent <i>account statement</i>; and (c) with your <i>financial institution</i> before completing the <i>Direct Debit Request</i> if you have any queries about how to complete the <i>Direct Debit Request</i>.
<p>7. Confidentiality</p>	<p>7.1 We will keep any information (including your <i>account details</i>) in your <i>Direct Debit Request</i> 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.</p> <p>7.2 We will only disclose information that we have about you:</p> <ul style="list-style-type: none"> (a) to the extent specifically required by law; or (b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim). <p>7.3 The bank may require such information to be provided in the event of a Claim or relating to an alleged incorrect or wrongful debit.</p>
<p>8. Notice</p>	<p>8.1 If you wish to notify us in writing about anything relating to this <i>agreement</i>, you should write to</p> <p style="text-align: center;">Esperance Senior High School Lot 500 Pink Lake Road Esperance WA 6330</p> <p>8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us</p> <p>8.3 Any notice will be deemed to have been received on the third <i>banking day</i> after emailing or posting.</p>



ESPERANCE SENIOR HIGH SCHOOL
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-----This page to be returned to the school-----

Direct Debit Request

Request and Authority to debit the account named below to pay
ESPERANCE SENIOR HIGH SCHOOL

Request and Authority to debit	<p>Your Surname or company name _____</p> <p>Your Given names or ABN/ARBN _____ "you"</p> <p>request and authorise Esperance Senior High School with USER ID (405817) to arrange, through its own financial institution, a debit to your nominated account any amount Esperance Senior High School , has deemed payable by you.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>										
Insert details of account to be debited	<p>Name/s on account _____</p> <p>BSB number (Must be 6 Digits) - </p> <p>Account number </p>										
Payment Details	<p>The payment is for (Student Name) _____</p> <p>Identified by Student Number _____</p> <p><input type="checkbox"/> I/We request that you debit my/our account in accordance with our Agreement and subject to on or more of the following conditions:</p> <p>Payment amount to be debited \$ <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td></tr><tr><td> </td></tr><tr><td> </td></tr><tr><td> </td></tr></table></p> <p>Frequency of debit (Weekly/Fortnightly) <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td></tr><tr><td> </td></tr></table></p> <p>First payment date <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td></tr><tr><td> </td></tr></table></p> <p>Final payment date <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td></tr><tr><td> </td></tr></table></p>										
Acknowledgment	<p>By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Esperance Senior High School as set out in this Request and in your Direct Debit Request Service Agreement.</p> <p>Signature _____</p> <p>Address _____</p> <p>Date _____</p>										

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