FLINDERS CHRISTIAN COMMUNITY COLLEGE
DIRECT DEBIT REQUEST SERVICE AGREEMENT

1. The customer will be sent a copy of the College’s Fee Schedule annually by the 1st of December. If you DO NOT receive the Fee Schedule by the 1st of December each year, please refer to the procedures in point 4.

2. By using the College Fee Schedule you will be able to calculate the amount that will be debited to your account as follows: Add together the amounts applicable to you for School Fees, other fees and if applicable Bus travel.
   • If your account is debited Monthly divide this figure by 10. (First debit will be on the 1st February and 1st monthly thereafter up to and including November).
   • If your account is debited Quarterly divide this figure by 4. (First debit will be on the first Friday of Term one and each term thereafter).
   • If your account is debited annually this amount will be due and payable by the first Friday of Term one.
   • If you are unsure of the amount to be debited to your account please refer to the procedure in point 4.

3. The customer will be advised at least 7 days in advance of any changes to the Direct Debit arrangements.

4. For all matters relating to the Direct Debit arrangements, (including disputes) the customer will need to either:
   • Phone the College on (03) 5973 – 2020 and ask for the Business Office. or
   • Send written correspondence to the address above marking it to the attention of the Finance Supervisor. or
   • Visit the Business Office at the above address. and
   • Allow 5 business days for alterations to take effect.

5. The customer should be aware that:
   a) Direct debiting through Bulk Electronic Clearing Systems (BECS) is not available on all bank accounts; and,
   b) Account details should be checked against a recent statement from its Financial Institution, If you are in any doubt, you should check with your Financial Institution before completing the drawing authority.

6. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when payments are to be drawn.

7. If the due date falls on a non-working day or public holiday, the payment will be processed on the next working day. If the customer is in any doubt, please refer to point 4 for further clarification.

8. For returned unpaid transactions the following procedures or policy will apply:
   a) Bank charges plus a $20- administration fee will be debited to the Debtor account. and
   b) The instalment plus the bank charges must be paid before the next deduction by cheque, credit card or cash.

9. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.