

DIRECT DEBIT REQUEST CUSTOMER SERVICE AGREEMENT

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect to the Direct Debit Request arrangements made between Maranatha Christian 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.

INITIAL TERMS OF THE ARRANGEMENT

In terms of the Direct Debit Request arrangement made between Maranatha Christian College and signed by you, we undertake to periodically debit your nominated account for school fees, for the agreed amount.

DRAWING ARRANGEMENTS

- The first drawing under the Direct Debit arrangement will occur on the nominated date.
- If any drawing falls due on a non-business day, it will be debited to your account on the previous business day preceding the scheduled drawing date.
- We will give you at least 14 days notice, in writing, when ANY changes to the initial terms of the arrangement are made.

ENQUIRIES

Direct all enquiries, eg. Change bank account, frequency, amount etc., to Maranatha Christian College on 9528 2838, rather than to your financial institution. This should be made at least ten working days prior to the next scheduled drawing date. All communication addressed to us should include your Customer Reference Number, 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.

DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the accounts department at Maranatha Christian College on 9528 2838.

Note: Your financial Institution will ask you to contact us to resolve your disputed drawing prior to involving them.

- If you do not receive a satisfactory response from us, to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 7 business days (for claims lodged within 12 months of the disputed drawing) or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)

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
- That on the drawing date there is sufficient cleared funds in the nominated account;
and
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will initiate a redraw after three days. Any transaction fees payable by us, will be forwarded to your fee account.



MARANATHA CHRISTIAN COLLEGE

DIRECT DEBIT REQUEST

I/We request Maranatha Christian college, User ID 228389 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 below:

Name _____

Name of Financial Institution _____	
Branch Name _____	BSB Number _____
Account Number _____	

OR

Credit Card Details	<input checked="" type="checkbox"/>	<input type="checkbox"/> Visa	<input type="checkbox"/> Master Card	<input type="checkbox"/> American Express	<input type="checkbox"/> Other
Card No:	_____				
Expiry Date	____ / ____ / ____				

Please debit \$ _____ from the above account, Commencing on ____ / ____ / ____ and
Each <input checked="" type="checkbox"/> <input type="checkbox"/> Term <input type="checkbox"/> Month <input type="checkbox"/> Fortnight <input type="checkbox"/> Week .

Date: _____

Signature (1) _____

Signature (2) _____

If debiting from a joint account both signatures are required.

OFFICE USE DATE RECEIVED ____ / ____ / ____

PROCESSED _____