



DIRECT DEBIT REQUEST

I/We request you **Belconnen Community Service Inc** and **User ID 408576** to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

Name

Address

Postcode

Name and Branch of Financial Institution

BSB No. -

Account Number

Commencing: Immediately on the next debit cycle; or
 from the next debit cycle after ___/___/___

Please debit: the balance owing at billing date
 the balance owing at each billing date plus 2 weeks in

Week Fortnight Month Other _____

Signature 1:
Printed Name:
Signature 2:
Printed Name:

If debiting from a joint bank account, both signatures are required

Date

CUSTOMER 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 **Belconnen Community Service User ID 408576** 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 arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for child care fees.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the date nominated by the account holder.
- Weekly and fortnightly Direct Debit payments are processed on Monday. Payments outside of these automatic debit dates can be processed with written authorisation from the account holder/s.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice [in writing or some other means of your choice] when changes to the initial terms of the arrangement are made. This notice will set out changes to the initial terms.
- This Direct Debit system allows for payments to be deducted from cheque or savings accounts only. **CREDIT CARD accounts are unable to be used.** If you are in doubt that your account is suitable, please contact your financial institution.
- Belconnen Community Service Inc has the discretion to cease the Direct Debit arrangement if the payment is returned unpaid three (3) times. Should a debit item correctly requested be returned unpaid by your Financial Institution, an administration fee of \$10 plus any fee charged by Belconnen Community Service's Financial Institution will be charged to your account.
- Parents/carers are informed of fees when enrolling their child[ren] into child care. Fees are varied from time to time and parents/carers will always receive a minimum of 4 weeks notice in writing of such changes. When the amount of the payment due varies from bill to bill, we will always provide you with a bill at least ten (10) working days before the debit date. On the debit date, the amount due will be debited from your nominated account.
- Child care fees are payable 2 weeks in advance
- If you wish to discuss any changes to the initial terms please contact Belconnen Community Service Inc, Children's Services Administration Team. Contact details are provided at the end of this agreement.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, including:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

You must contact us at least 14 working days prior to the next scheduled drawing date and notification must be received in writing. Please refer to the contact details for the Children's Services Administration at the end of this agreement.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 14 working days prior to the next scheduled drawing date. All communication addressed to us should include your customer reference number.






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 contact Belconnen Community Service Inc, Children's Services Administration Team. All disputes will be responded to within 3 working days. In the event that we cannot substantiate the reason for the drawing, you will receive a refund of the drawing amount. Contact details are provided below.

How to contact us

If you need to contact us to discuss any aspect of this agreement, vary this agreement in any way or dispute a drawing that has been initiated by us, you contact the Children's Services Administration Team via the following methods:

-  02 6278 8188 (Phone)
-  02 6255 1425 (Fax)
-  csat@bcsact.com.au
-  PO Box 679, Belconnen ACT 2616
-  In person at our office located at Kippax Health Centre, Kippax Place, Holt ACT

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 contact you by phone or in writing notifying of the returned payment. Arrangements need to be made to pay the dishonoured amount within 3 days to avoid any disruption to your child care arrangements. Any transaction fees payable by us in respect of the above will be added to your account and will need to be settled with the payment of the returned payment.