

John Colet School



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 John Colet School (360762) and you. It sets out your rights, our commitment to you and your responsibilities to John Colet School (the School) together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between the School and signed by you, we undertake to periodically debit your nominated account for the agreed amount.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur 17th day of the month.
- 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.
- The School will give you at least 14 days' notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, you need to contact the Accounts Dept by phone on (02) 9451 8395.

Your rights

Changes to the arrangement

Notify the Accounts Dept by phone on (02) 9451 8395 or by emailing accounts@johncolet.nsw.edu.au of any changes to the arrangement at least 10 working days prior to the next drawing date.

These changes may include:

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

John Colet School

Enquiries

Direct all enquiries to the School, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to the School should include your full name.

All personal customer information held by the School 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 the School with the Accounts Dept by phone on (02) 9451 8395 or by emailing accounts@johncolet.nsw.edu.au.

You will receive a refund of the drawing amount if the School cannot substantiate the reason for the 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
- on the drawing date there is sufficient cleared funds in the nominated account; and
- you advise the School if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, the School will contact you by phone or email and re-draw after 3 days. Any transaction fees payable by the School in respect of the above will be added to your account.