Our Commitment to You

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Moreton Bay Boys’ College 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 to cover your son/s school fees.

Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on (a nominated day).
- 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 when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Business Manager at the College by phone on (07) 3906 9403.

Your Rights

Changes to the arrangement

If you wish to make changes to the drawing arrangements, please contact our Business Manager at the College by phone on (07) 3906 9403. These changes may include:
- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- canceling the DDR completely.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 2 working days prior to the next scheduled drawing date. All communication addressed to us should include your Account Number, which can be found on your last Statement.

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 our Business Manager at the College by phone on (07) 3906 9403.
- 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)
- You will receive a refund of the drawing amount if we 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
- 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 seeking an alternative arrangement for that particular payment. Any transaction fees payable by us in respect of the above will be payable by you at the same time.
Personal Details

Parent Code: ……………………………………
Name: ………………………………………………………………………………………………………..........
Address: ……………………………………………………………………………………………………………..
........................................................................................................… Post Code: …………………..……............
Contact Phone Number/s: ………………………………………………………………………………...........

Direct Debit Request (DDR)

I / We request you, Moreton Bay Boys' College (User ID 1769) 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 of Financial Institution: ……………………………………………............... ..............................................
Branch: …………………………………………………… ………………………………………........ ..............
BSB: ……………………………………….
Account Number: …………………………………………………………………………………………………..
Commencing on Monday 24 January 2011 or ………………………………………
(Please specify other date- Monday’s only)

Please debit $ ........................................ from the above account each:

Week□ Fortnight□ Month□ Term□ Other □………………

Signature/s ……………………………………………………………………. Date …………………………….
(If debiting from a joint bank account, both signatures are required)

Credit Card Payment Request

Card Type: Visa□ MasterCard □

Card Number: …………………………………………………………………………………………………..
Expiry Date: ……………………………………….
Name on Card: …………………………………………………………………………………………………..
Commencing on Monday 24 January 2011 or ………………………………………
(Please specify other date- Monday’s only)

Please debit $ ........................................ from the above credit card each:

Week□ Fortnight□ Month□ Term□ Other □………………

Signature ……………………………………………………………………. Date …………………………….