# Direct Debit Request (DDR)

STUDENT/S NAME: ……………………………………
FAMILY CODE: ……………………………………

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## Request and Authority to debit

Your Surname: …………………………………………
Your Given names: …………………………………………”you”

request and authorise THE NORWOOD MORIALTA HIGH SCHOOL to arrange, through its own financial institution, a periodic debit to your nominated account in accordance with the instructions below.

Periodic Payment Amount: ______
Number of Periodic Payments: _____
Frequency of Periodic Payments: Weekly/Fortnightly/Monthly
Date of First Periodic Payment: ___/___/______

## Insert the name and address of financial institution at which your account is held

Financial institution name: ……………………………………………………………
Address: …………………………………………………………………………………

## Insert details of account to be debited

Name/s on account: ……………………………………………………………
BSB number (Must be 6 digits): ____-____
Account number: ………………………………………………………………………

OR

This debit or charge will be made through the Bulk Electronic Clearing System (BECs) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

## Insert details of card to be debited

Name/s on card: ……………………………………………………………
Card number: ……………………………………………………………
Expiry Date: ___/___

## Acknowledgement

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing debit arrangements between you and insert debit user name as set out in this Request and in your Direct Debit Request Service Agreement.

## Insert your signature and address

Name: …………………………………………
Address: ………………………………………………………………
Signature: …………………………………………
Date: ___/___/______

Name: …………………………………………
Address: ………………………………………………………………
Signature: …………………………………………
Date: ___/___/______
This is your Direct Debit Service Agreement with THE NORWOOD MORIALTA HIGH SCHOOL. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>account</td>
<td>means the account held at your financial institution from which we are authorised to arrange for funds to be debited.</td>
</tr>
<tr>
<td>agreement</td>
<td>means this Direct Debit Request Service Agreement between you and us.</td>
</tr>
<tr>
<td>banking day</td>
<td>means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</td>
</tr>
<tr>
<td>debit day</td>
<td>means the day that payment by you to us is due.</td>
</tr>
<tr>
<td>debit payment</td>
<td>means a particular transaction where a debit is made.</td>
</tr>
<tr>
<td>direct debit request</td>
<td>means the Direct Debit Request between us and you.</td>
</tr>
<tr>
<td>us or we</td>
<td>means THE NORWOOD MORIALTA HIGH SCHOOL, (the Debit User) you have authorised by requesting a Direct Debit Request.</td>
</tr>
<tr>
<td>you</td>
<td>means the customer who has signed or authorised by other means the Direct Debit Request.</td>
</tr>
<tr>
<td>your financial institution</td>
<td>means the financial institution nominated by you on the DDR at which the account is maintained.</td>
</tr>
</tbody>
</table>

1. Debiting your account

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

or

We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments by us

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen 14 days written notice.

3. Amendments by you

3.1 You may change*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by providing us with at least 14 days notification by writing to:

The Norwood Morialta High School
PO Box 180
MAGILL SA 5072

or

by telephoning us on (08) 83642299 (press 3 Finance) during business hours or emailing dl.0787.invoice@schools.sa.edu.au

or

arranging it through your own financial institution, which is required to act promptly on your instructions.

*Note: in relation to the above reference to ‘change’, your financial institution may change your debit payment only to the extent of advising us The Norwood Morialta High School of your new account details.
4. **Your obligations**

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

4.2 If there are insufficient clear funds in *your* account to meet a *debit payment*:
   a) you may be charged a fee and/or interest by *your financial institution*;
   b) you may also incur fees or charges imposed or incurred by us; and
   c) you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the *debit payment*.

4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

5. **Disputes**

5.1 If you believe there has been an error in debiting *your account*, you should notify us directly on (08) 83642299 (press 3 finance) and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that *your account* has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

6. **Accounts**

You should check:

a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.

b) *your account details* which you have provided to us are correct by checking them against a recent *account statement*; and

c) with *your financial institution* before completing the *Direct Debit Request* if you have any queries about how to complete the *Direct Debit Request*.

7. **Confidentiality**

7.1 We will keep any information (including *your account details*) in your *Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

   a) to the extent specifically required by law; or

   b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. **Notice**

8.1 If you wish to notify *us* in writing about anything relating to this *agreement*, you should write to:

   The Norwood Morialta High School  
   PO Box 180  
   MAGILL SA 5072

8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us.

8.3 Any notice will be deemed to have been received on the third *banking day* after emailing or posting.