

Direct Debit Client Service Agreement

Our commitment to you

Drawing Arrangements:

- Where the due date falls on a non business day, we will draw the amount on the next business day.
- We will not change the frequency of drawings arrangements without your prior approval.
- We reserve the right to cancel this arrangement if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternative payment method.
- We will keep all information pertaining to your nominated account at the Financial Institution private and confidential.

Your rights:

- You may terminate this Direct Debit arrangement at any time by giving written notice to us, or through your nominated Financial Institution. Such notice should be received at least 48 hours prior to the due date of the next drawing date.
- You may stop payment of a drawing under this arrangement by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 48 hours prior to the due date.
- You may request change to the drawing amount and/or frequency by contacting us and advising your requirements no less than 48 hours prior to the due date.
- Where you consider that a drawing has been initiated incorrectly, you may take the matter up directly with us, or through your nominated Financial Institution.

Your commitment to John Paul College

Your responsibilities:

- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- In the event that a drawing is not met as a result of insufficient funds being available in your nominated account, it will be your responsibility to reimburse all related dishonour fees applied to us.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.
- It is your responsibility to advise us if the account nominated by you to receive the John Paul College Direct Debit drawings is transferred or closed.
- It is your responsibility to arrange with us a suitable alternative payment method if you wish to cancel this arrangement.