



# John Septimus Roe Anglican Community School

ABN: 56 676 652 018

Postal Address: PO Box 41, Mirrabooka WA 6941  
Account Enquiries: Phone: 9247 2242 Fax: 9247 2337  
Email: [accounts@jsraccs.wa.edu.au](mailto:accounts@jsraccs.wa.edu.au)

## CUSTOMER DIRECT DEBIT REQUEST 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 Septimus Roe Anglican Community School, User ID No. 085153**, 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 school or other fees or charges due to John Septimus Roe Anglican Community School.

### DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the date nominated on the DDR form.
- If any drawing falls due on a non-business day, it will be debited to your account on the previous business day preceding the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangements are made. This notice will include the new amount and frequency and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Accounts Receivable Officer by telephone.

### YOUR RIGHTS

#### CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us by telephoning the Accounts Receivable Officer. You will be asked to confirm the change in writing or by fax or e-mail. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely.

### ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least five working days prior to the next scheduled drawing date. All communication addressed to us should include your school account number and full details of your address.

All personal customer information held by us will be kept confidential except information provided to our financial institution to initiate the drawing to your nominated account.

### DISPUTES

- If you believe a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the Accounts Receivable Officer on 9247 2242 during business hours.
- 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 seven business days (for claims lodged within 12 months of the disputed drawing) or
  - ◆ Within thirty 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.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

### 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 redraw after three days. Any transaction fees payable by us in respect of the above will be debited to your account.