



**DIRECT DEBIT REQUEST**  
Request to establish Debit Authority in  
the Direct Debit System



LAUNCESTON CHRISTIAN SCHOOL  
*in Christ wisdom and knowledge*

I/We \_\_\_\_\_  
Surname \_\_\_\_\_ Given name(s) \_\_\_\_\_

Address \_\_\_\_\_  
Postcode \_\_\_\_\_

authorise Launceston Christian School (User ID 029525), until further notice in writing, to arrange for funds to be debited from my/our account, at the Financial Institution identified and as described in the Schedule below, any amounts which Launceston Christian School may debit or charge me/us through the Direct Debit System.

**The Schedule**

**Details of account to be debited:**

Account held in the name of: \_\_\_\_\_

Financial Institution's BSB: \_\_\_\_\_ - \_\_\_\_\_

Account Number: \_\_\_\_\_

Financial Institution's Name: \_\_\_\_\_

Address: \_\_\_\_\_

*(Please note that direct debiting is not available on the full range of accounts. If in doubt, please refer to your Financial Institution.)*

**Direct Debit Request  
Authorisation**

I/We have read the "Customer Service Agreement" overleaf and acknowledge and agree with its terms and conditions.

I/We request that this arrangement remain in force in accordance with details set out in the Schedule described above and in compliance with the "Customer Service Agreement".

Customer(s) Name: \_\_\_\_\_

Customer(s) Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## DIRECT DEBIT REQUEST CUSTOMER SERVICE AGREEMENT



**We, Launceston Christian School, note our commitment to you as the following:-**

We will advise you in writing of the commencement date, frequency and amount of drawings from your nominated account.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 7 days notice.

We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.

We will keep all information provided by you and details of your nominated account at the Financial Institution, private and confidential.

We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

**You, the customer, note your commitment to us as the following:-**

It is your responsibility to check with your Financial Institution prior to completing the Direct Debit Request, that direct debiting is available on that account.

It is your responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.

It is your responsibility to ensure at all times that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.

It is your responsibility to advise us if the account nominated by you, to receive the drawings is altered, transferred or closed.

It is your responsibility to arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, whether by you or the nominated Financial Institution.

It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

You may request to defer or alter the agreed drawing schedule, by giving written notice to us. We should receive such notice at least 7 business days prior to the due date.

You may stop your individual debit by giving written notice to us. We should receive such notice at least 7 business days prior to the due date.

You may cancel the Direct Debit arrangement at any time by giving written notice to us. We should receive such notice at least 7 business day prior to the due date. Your nominated Financial Institution is unable to cancel your Direct Debit arrangement.

All transaction disputes, queries, and claims should be raised directly with us. We will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.