



FEES – DIRECT DEBIT REQUEST SERVICE AGREEMENT

- The Archdiocesan Development Fund (ADF) on behalf of the Outside School Hours Care Centre undertakes to debit your account on the nominated day each period as per the information you provide. Please note the ADF will not issue billing advices to you. Confirmation that the debit has occurred will be evidenced by the debit entry to your nominated bank or financial institution account.
- The ADF will provide you with 14 days notice if we change any of the terms of the DDR.
- You should contact the Outside School Hours Care Centre Administration should you wish to:-
 1. Alter the amount or defer any arrangements.
 2. Stop any debit item or Cancel this Direct Debit Request.
 3. Query or dispute any Debit item.

The Outside School Hours Care Centre Administration will in turn contact the ADF and provide your **written instructions** in relation to “1” and “2” above. In respect of “3”, the Outside School Hours Care Centre will provide details to the ADF who will investigate your claim and then liaise directly with you to achieve a resolution satisfactory to both the ADF and you.

- Direct Debiting **is not** available on all bank accounts. You will need to check with your bank or financial institution if you are uncertain whether your account is suitable for direct debiting. **Credit Cards and some passbook accounts are not suitable for Direct Debits.**
- You should check your account details against a recent statement from your bank or financial institution to ensure their correctness. If uncertain, check with your bank or financial institution before completing the Direct Debit Request.
- It is your responsibility to have sufficient clear funds available in the relevant account by the due date to permit the payment of Debit items in accordance with the Direct Debit Request.
- When the due date for payment falls on a day which is not a Business Day the Debit will be processed by the ADF on the next available Business Day. If you are uncertain when the debit will be processed to your account, please inquire direct to your Bank or Financial Institution.
- If Debit items are returned unpaid by your Bank or Financial Institution, the ADF will debit the Outside School Hours Care Centre’s account with the amount of the returned debit plus any processing charges incurred by the ADF. The Outside School Hours Care Centre will be advised of the unpaid item and will instigate contact directly with you. Any charges incurred by you at your Bank or Financial Institution are outside the control of the ADF or your Outside School Hours Care Centre.
- Details of Customer records and account details will be kept in confidence and accessed only by ADF staff for the purpose of processing the Direct Debit Request, whilst noting that the Commonwealth Bank may require such information to be provided to them in connection with a claim made on the Bank relating to an alleged incorrect or wrongful debit.

ADF Use Only

Date Received

Date Processed

Processed by

PP Number