



Prescott College
Prescott Northern
Prescott College Southern

CUSTOMER DDR 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 the Seventh-day Adventist Schools (South Australia) Limited 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 and for the purpose you determine.

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on the next billing cycle date as per the schedule on the Direct Debit Request.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state changes to the amount, frequency, next drawing date and any other changes to the initial terms.

If you wish to discuss any changes to the initial terms, Kaye Zyderveld by phone (08) 8269 2177 or by e-mail kayezyderveld@adventist.org.au

YOUR RIGHTS

CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact your school secretary or Kaye Zyderveld by phone (08) 8269 2177 or by e-mail kayezyderveld@adventist.org.au.

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.

I / We have read the Customer DDR Service Agreement, page 1, and agree to the contents

Signature of Client/s



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ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least three working days prior to the next scheduled drawing date. All communication addressed to us should include your statement number.

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

DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Kaye Zyderveld by phone (08) 8269 2177 or by e-mail kayezyderveld@adventist.org.au
- 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 7 business days (for claims lodged within 12 months of the disputed drawing) or
 - within 30 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 double draw on the next agreed cycle if you have authorized us to so do. If you have not authorized us to double draw we will contact you with regard to the drawing, and continue to make regular drawings on the agreed cycle until notified by you. Any transaction fees payable by us in respect of the above will be added to your statement account.

I / We have read the Customer DDR Service Agreement, page 2, and agree to the contents

Signature of Client/s

School Use Only

School Name..... Account Code.....

New Debit / Change of Detail *(Please delete item not applicable)*