

Sunshine Kiddies Early Learning Centre
66 Conway Road Bankstown NSW 2200

Direct Debit Request



**Request and Authority to debit the account named below to pay
Sunshine Kiddies Early Learning Centre**

**Request and Authority
to debit**

Your Surname or company name _____

Your Given names or ABN/ARBN _____ "you"

request and authorise **Sunshine Kiddies Early Learning Centre Debit User ID: 604801** to arrange, through its own financial institution, a debit to your nominated account any amount **Sunshine Kiddies Early Learning Centre**, has deemed payable by *you*.

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from *your* account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

**Insert the name and
address of financial
institution at which
account is held**

Financial institution name _____

Address _____

**Insert details of
account to be debited**

Name/s on account _____

BSB number (Must be 6 Digits) |_|_|_|_| - |_|_|_|_|

Account number |_|_|_|_|_|_|_|_|_|_|_|_|_|_|

Or

CREDIT CARD DETAILS

Name/s on account _____

Credit Card Number _____

CVC _____

Expiry Date _____

Type of Card (Tick) Visa Master Card Other

Acknowledgment

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **Sunshine Kiddies Early Learning Centre** as set out in this Request and in your Direct Debit Request Service Agreement.

**Insert your signature
and address**

Signature _____

(If signing for a company, sign and print full name and capacity for signing eg. director)

Address _____

Date ___ / ___ / ___



Direct Debit Request Service Agreement

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited, being a Cheque or Savings Account only.
Agreement means this Direct Debit Request Service Agreement you and us. Banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due
Debit payment means a particular transaction where a debit is made. Direct debit request means the Direct Debit Request between you and us. Us and we mean Sunshine Kiddies Early Learning centre (the Debit User) you have authorised by signing a direct debit request. You mean the customer who signed the direct debit request. Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Changes by us

We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days' written notice.

3. Changes by you

3.1 You may change the arrangements under a direct debit request in writing to Sunshine Kiddies Early Learning centre.

3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next debit day. This notice should be given to us in the first instance.

4. Your obligations/dishonour fees

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;

(b) you may also incur fees or charges imposed or incurred by us of \$10.00; and

(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 02 9709 41113 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

You should check:

(a) With your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.

(b) Your account details which you have provided to us are correct by checking them against a recent account statement; and

(c) With your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

7.1 We are collecting this information for the purpose of processing the payment of Council rates via Direct Debit payment. We will keep the information (including your account details) confidential and will take reasonable steps to ensure that all information that we have about you is kept secure.

7.2 We will only disclose this information;

(a) For the purpose of this agreement; or to the extent specifically required by law.

8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Sunshine Kiddies Early Learning centre or email: sunshinekiddieselc@gmail.com

8.2 We will notify you by sending a notice in the ordinary post/email to the address you have given us in the direct debit request.

8.3 Any notice, will be deemed to have been received on the third banking day after posting/email.