



# DIRECT DEBIT REQUEST

Request to establish debit authority in the Bulk Electronic Clearing System

I / We

Surname \_\_\_\_\_ Given name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Authorise The College of Nursing (Debit User Name) 255437 (APCA ID), until further notice in writing to arrange for funds to be debited from my/our account on a monthly basis, at the Financial Institution identified and as described in the Schedule below, any amounts which The College of Nursing (Debit User) may debit or charge me/us through the Bulk Electronic Clearing System (BECS).

Identified by Reference Information (Membership number–optional): \_\_\_\_\_

## The Schedule

### Details of account to be debited:

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

Financial Institution's BSB:       Account Number:

Name and address of the financial institution at which your account is held: \_\_\_\_\_

(Please note 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 "Direct Debit Request Service Agreement" that is attached and acknowledge and agree with its terms and conditions. I/We request this arrangement to remain in force in accordance with details set out in the Schedule described above and in compliance with the "Direct Debit Request Service Agreement".

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

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

# Direct Debit Request Service Agreement

In the following agreement "we" refers to The College of Nursing.

### When we are bound by this agreement

- 1 We agree to be bound by this agreement when we receive your Direct Debit Request complete with the particulars we need to draw an amount under it.

### What we agree to and what we can do

- 2 We only draw money out of your account in accordance with the terms of your Direct Debit Request.
- 3 On giving you at least 14 days notice, we may:
  - change our procedures in this agreement;
  - change the terms of your Direct Debit Request; or
  - cancel your Direct Debit Request.
- 4 You may ask us to:
  - alter the terms of your Direct Debit Request;
  - defer a payment to be made under your Direct Debit Request;
  - stop a drawing under your Direct Debit Request; or
  - cancel your Direct Debit Request by: phoning 02 9745 7569. We require 7 working days notice before the next draw in order to amend a payment.
- 5 You may dispute any amount we draw under your Direct Debit Request by calling us on 02 9745 7569.
- 6 We deal with any dispute under clause 5 of this agreement as follows:
 

we will make enquiries upon receipt of your complaint and attempt to resolve the dispute within one week. If you are not happy with our response you can direct a formal complaint addressed to: The Director of Corporate and Business Services, The College of Nursing, Locked Bag 3030, Burwood, NSW 1805.
- 7 If the day on which you must make any payment to us is not a business day, we draw on your account under your Direct Debit Request on the next business day.

- 8 If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, we may cancel debit arrangements at any time or if two consecutive debits are dishonoured by your financial institution, in which case you must arrange with us an alternative payment method.
- 9 We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available, unless:
  - you dispute any amount we draw under your Direct Debit Request and we need to disclose any information relating to your Direct Debit Request or to any amount we draw under it to the financial institution at which your account is held or the financial institution which sponsors our use of the Direct Debit System or both of them;
  - you consent to that disclosure; or
  - we are required to disclose that information by law.

#### What you should consider

- 10 Not all accounts held with a financial institution are available to be drawn on under the Direct Debit System.
- 11 Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request are completed correctly.
- 12 Please enquire of your financial institution, if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request on a day which is not a business day.
- 13 It is your responsibility to ensure there are sufficient clear funds available in your account, by the due date on which we draw any amount under your Direct Debit Request, to enable us to obtain payment in accordance with your Direct Debit Request.
- 14 We request you to direct:
  - all requests to stop or cancel your Direct Debit Request to us **or your Financial Institution**; and
  - all enquiries relating to any dispute under Clause 6 of this agreement to us **or your Financial Institution**.

#### The College of Nursing

Locked Bag 3030

Burwood NSW 1805

Telephone 02 9745 7569

Fax 02 9745 7502

[www.nursing.aust.edu.au](http://www.nursing.aust.edu.au)

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*The College of Nursing wishes to make it clear that it has no connection with the Royal College of Nursing, Australia.*