



Instructions to amend a direct debit

1. Obtain and read the Direct Debit Request and Direct Debit Service Agreement.
2. Complete the Direct Debit Request ensuring that the account details are correct.
3. Sign the Direct Debit Request and forward to Accounts by 4pm on the 24th January 2020. If the bank account requires 2 (or more) signatories then all signatories will need to sign this form.

All of the above forms are available on the College's website.

Q: Do I need to cancel my direct debit arrangement from 2019 & complete another form?

A: **No**. Direct Debit arrangements concluded at the end of October 2019. We will use your bank account details as per your 2019 direct debit.

Q: How many payments need to be made?

A: You may choose annual (1 payment), bi-annual (2 payments), quarterly (4 payments), monthly (9 payments) or fortnightly (19 payments) direct debit payments, February through to October.

Q: When will the direct debits be made?

A: Direct debits will be made on the following dates:

- Annual – 12th February
- Bi-Annual – 5th February and 5th August
- Quarterly – commencing 7th February on the following dates:

7 th February	7 th May	7 th August	21 st October
--------------------------	---------------------	------------------------	--------------------------
- Monthly – 19th or 28th of each month from February to October (or the next Business Day).
- Fortnightly – on the following dates:

6 th February	20 th February	5 th March	19 th March
2 nd April	16 th April	30 th April	14 th May
28 th May	11 th June	25 th June	9 th July
23 rd July	6 th August	20 th August	3 rd September
17 th September	1 st October	15 th October	

Q: Does the College offer any discounts on tuition accounts?

A: **Yes**. For Annual direct debits processed successfully, a 3% discount on **tuition** fees will apply (as indicated on your Statement). For Bi-Annual direct debits processed successfully on the due dates, a \$30 discount per direct debit will apply.

Q: How do I choose which option for monthly direct debit?

A: The default will be the 19th of each month. If you wish to have your direct debits processed on the 28th, please email your request to forrestdaleaccounts@carey.wa.edu.au and include your family surname and address. A confirmation email will be sent once the change has been made.

Q: Do I need to specify an amount on the direct debit form?

A: **No**. All you need to do is select the frequency of your Direct Debit, complete your bank account or credit card details and sign the form.

Q: If I receive an additional invoice from the College, is it included in the direct debit?

A: No. You must pay the invoice in seven (7) days as specified on the invoice.

Q: What accounts can be used for direct debit?

A: Not all accounts at all financial institutions can accept direct debits. Savings & cheque accounts are generally accepted. Please check with your financial institution. Credit card accounts (Visa and MasterCard only) are accepted however will incur an additional 0.8% merchant fee charge per transaction.

Q: What happens if there are insufficient funds in my account to clear the direct debit payment?

A: The College will charge \$10 per dishonour and pass on any fees it is charged by the College's bank. You may also be charged a dishonour fee by your financial institution. Returned direct debits must be paid within seven (7) days direct to Accounts.

Q: What happens if I change bank accounts?

A: You will be required to complete a new direct debit form. This is available on the College website in the Current Parent Essentials section, under Accounts. Alternatively, you can contact Accounts and we will email or post to you for completion. We need to receive this form three (3) business days prior to the next direct debit.