



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 25th January 2019. 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 2018 & complete another form?

A: No. Direct Debit arrangements concluded at the end of October 2018. We will use your bank account details as per your 2018 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 – 13th February
- Bi-Annual – 6th February and 6th August
- Quarterly – commencing 8th February on the following dates:

8 th February	8 th May	8 th August	22 nd October
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- Monthly – 19th or 28th of each month from February to October (or the next Business Day).
- Fortnightly – on the following dates:

7 th February	21 st February	7 th March	21 st March
4 th April	18 th April	2 nd May	16 th May
30 th May	13 th June	27 th June	11 th July
25 th July	8 th August	22 nd August	5 th September
19 th September	3 rd October	17 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: How much will the direct debit be?

A: Your January statement will have the information you need to be able to calculate your direct debit amount. If you have a query regarding the calculation, then please contact Accounts on 9394 9144. If there is a balance greater than \$500 at the end of 2018, payment must be made in full or an Extended

Payment Application completed. If there is a balance less than \$500 on your account at the end of 2016, this amount will be included in the calculation for direct debit for 2019.

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: Can this direct debit form be used for future years?

A: Yes. Your Direct Debit arrangements will be ongoing. The payment frequency will remain the same as the previous year and the amount will be as advised on the statement.

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 website 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.