



# Catholic Development Fund

PO Box 246  
Bathurst2795  
1800 451 760

## Periodical Payment by Direct Debit Request

On Behalf of \_\_\_\_\_  
School/Parish Name

NEW REQUEST       ALTERATION

I/We \_\_\_\_\_  
Name of customer(s) giving the DDR

Authorise you **CATHOLIC DEVELOPMENT FUND**      **037159**  
Name of Debit User      APCA User ID Number

To arrange for funds to be debited from my/our account at the Financial Institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS).

This authorisation is to remain in force in accordance with the terms described in the Direct Debit — Service Agreement (see reverse)

\_\_\_\_\_  
Signature of Customer      Signature of Customer      Date

### Details of Account to be Debited — (all details **must be** supplied)

Name of Financial Institution \_\_\_\_\_  
Account Name \_\_\_\_\_  
BSB Number \_\_\_\_\_ — \_\_\_\_\_ Branch Name \_\_\_\_\_  
Account Number \_\_\_\_\_

### Payment Details

Reference Details \_\_\_\_\_  
CDF/School/Parish Only

I/We request that you debit my/our account in accordance with our Agreement and subject to one or more of the following conditions:-

Amount \_\_\_\_\_  
Frequency of debit (Weekly/Fortnightly/Monthly/Quarterly)  
First payment date \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_  
Credit CDF Account Name \_\_\_\_\_  
Credit CDF Account No. \_\_\_\_\_

# Customer Direct Debit Request Service Agreement

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## **OUR COMMITMENT TO YOU**

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This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between the *Catholic Development Fund - User ID 037159* and you. It sets out the 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 for School Fees.

## **DRAWING ARRANGEMENTS**

- The first drawing under this Direct Debit arrangement will occur immediately.
- 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 arrangements are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please phone the office of the school/parish.

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## **YOUR RIGHTS**

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### **CHANGES TO THE ARRANGEMENT**

If you want to make changes to the drawing arrangements, contact the school/parish. 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

### **ENQUIRIES**

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your Reference 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 the office.

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.

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## **YOUR COMMITMENT TO US**

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It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- on the drawing date there is sufficient cleared funds in the nominated account; and
- you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you and re-draw after a period of 3 days. A dishonour fee will apply.