

States College Australia  
Pty Ltd  
Suite 301, 601 Bourke Street,  
Melbourne, VIC 3000  
Phone: +61 (03) 9000 5743  
Email: accounts@states.edu.au



## Direct Debit Request (DDR)

Student ID:

<p>Request and Authority to debit</p>	<p>Your Surname or company name <input type="text"/></p> <p>Your Given names or ABN/ARBN <input type="text"/> "you"</p> <p>request and authorise <b>States College Australia Pty Ltd.</b> to arrange, a debit to your nominated account to pay for <b>TUITION FEE.</b></p> <p>This debit or charge will be arranged by <b>States College Australia Pty Ltd.</b> financial institution and made through the Bulk Electronic Clearing System (BECS) from your nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>						
<p>Amount of debit</p>	<p>Any amount <b>States College Australia Pty Ltd.</b> has deemed payable by you (<i>Tick if applicable</i>)</p> <p>OR</p> <p>The amount specified in the invoice we have sent you, for payment on a due date (<i>Tick if applicable</i>)</p> <p>OR</p> <p>As outlined below continuing to end date (<i>Tick if applicable</i>)</p> <table data-bbox="446 1052 1212 1164"><tr><td>Frequency</td><td>Periodic Amount</td><td>\$</td></tr><tr><td colspan="3">End date or Until Further Notice</td></tr></table>	Frequency	Periodic Amount	\$	End date or Until Further Notice		
Frequency	Periodic Amount	\$					
End date or Until Further Notice							
<p>Your account to be debited</p>	<p>Name/s on account <input type="text"/></p> <p>Financial institution name <input type="text"/></p> <p>BSB number (Must be 6 digits) <input type="text"/>-<input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p> <p>Account number <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p>						
<p>Your contact details</p>	<p>Address: <input type="text"/></p> <p>Email: <input type="text"/></p> <p>Phone: <input type="text"/></p> <p>The best way for us to write to you is by using the above email <input type="checkbox"/> or <input type="checkbox"/> address.</p>						
<p>Confirmation</p>	<p>By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have confirm that:</p> <p>you are authorised to operate on the nominated account; and you have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Request Service Agreement.</p>						

Your Signature	<p><u>Signed in accordance with the account authority on your account:</u></p> <p>Signature:</p> <p>Date:</p> <p>Contact details: <b>As Above</b></p>
Second account signatory (if required)	<p><u>Signed in accordance with the account authority on your account:</u></p> <p>Signature:</p> <p>Name:</p> <p>Date:</p> <p>Contact details:</p> <p>Address:</p> <p>Email:</p> <p>Phone:</p>
Signing for a company	<p><u><i>You must be authorised to sign on behalf of the company AND you must have authority to operate the Company's bank account.</i></u></p> <p>Signature of duly authorised officer: _____</p> <p>Position held: _____</p> <p>Name: _____</p> <p>Address: _____</p> <p>Email: _____</p> <p style="text-align: center;"><i>(Notices will be sent to this email address)</i></p> <p>Phone:</p> <p>Date:</p> <p>Signature company signatory (if required)</p> <p>Signature of duly authorised officer: _____</p> <p>Position held: _____</p>
	<p>Name: _____</p> <p>Email: _____</p> <p>Date: _____</p>

States College Australia  
Pty Ltd

Suite 301, 601 Bourke Street  
Melbourne, VIC 3000  
Phone: +61 (03) 9000 5743  
Email: [accounts@states.edu.au](mailto:accounts@states.edu.au)



## Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with **States College Australia Pty Ltd., ABN: 70 657 669 531** (the Debit User). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

### Definitions

**account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

**agreement** means this Direct Debit Request Service Agreement between *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 written, verbal or online request between *us* and *you* to debit funds from your account.

**us** or **we** means **States College Australia Pty Ltd.**, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

**you** means the customer who has authorised the *Direct Debit Request*.

**your financial institution** means the financial institution at which you hold the *account* you have authorised us to debit.

### 1. Debiting your account

1.1 By submitting a *Direct Debit Request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. The *Direct Debit Request* and this *agreement* set out 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*.

**Or**

We will only arrange for funds to be debited from *your account* if we have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.

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.

Amendments by *us*.  
2.1 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 sent to the preferred email or address you have given us in the *Direct Debit Request*.

### 3. How to cancel or change direct debits

3.1 You can: a) Cancel or suspend the Direct Debit Request; or  
b) change, stop or defer an individual payment, or at any time by giving us at least **14 days'** notice.

To do so, contact us at [accounts@states.edu.au](mailto:accounts@states.edu.au)

**or** by telephoning us on **03 9000 5743** during business hours;

**or** You can also contact your own financial institution, which act promptly on your instructions.

<p>4. <i>Your obligations</i></p>	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your</i> account to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"> <li>a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;</li> <li>b) <i>we may charge you reasonable costs</i> incurred by <i>us on account of there being insufficient funds</i>; And</li> <li>c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i>.</li> </ul> <p>4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct.</p>
<p>5. Dispute</p>	<p>5.1 If <i>you</i> believe there has been an error in debiting <i>your account</i>, <i>you</i> should notify <i>us</i> directly on <b>accounts@states.edu.au</b> or call on <b>03 9000 5743</b> Alternatively <i>you</i> can contact <i>your financial institution</i> for assistance.</p> <p>5.2 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your</i> query by arranging within a reasonable period for <i>your financial institution</i> to adjust <i>your account</i> (including interest and charges) accordingly. <i>We</i> will also notify <i>you</i> in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited <i>we</i> will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding in writing.</p>
<p>6. Accounts</p>	<p><i>You</i> should check:</p> <ul style="list-style-type: none"> <li>a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available through BECS on all accounts offered by financial institutions.</li> <li>b) <i>your account</i> details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and</li> <li>c) with <i>your financial institution</i> before completing the <i>Direct Debit Request</i> if <i>you</i> have any queries about how to complete the <i>Direct Debit Request</i>.</li> </ul>
<p>7. Confidentiality</p>	<p>7.1 <i>We</i> will keep any information (including <i>your account</i> details) in <i>your Direct Debit Request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 <i>We</i> will only disclose information that <i>we</i> have about <i>you</i>:</p> <ul style="list-style-type: none"> <li>a) to the extent specifically required by law; or</li> <li>b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</li> </ul>
<p>8. Contacting each other</p>	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to: <b>accounts@states.edu.au</b></p> <p>8.2 <i>We</i> will notify <i>you</i> by sending a notice to the preferred address or email <i>you</i> have given <i>us</i> in the <i>Direct Debit Request</i>. Any notice will be deemed to have been received on the second <i>banking day</i> after sending.</p>