



## REQUEST FOR PAYMENT PLAN

All payment plans are by Direct Debit only. By entering into a payment plan, students are entering a legally binding agreement to pay their fees by the due date. Please check your fees and ensure you have enough funds to cover the instalment amounts.

**Note:** Payment plans are not available for short courses, recreational courses or Recognition of Prior Learning

### Payment Plan Additional Information

- Your instalment plan will commence on your first week, unless you request to commence it earlier.
- Your total fees will be divided into 8 equal fortnightly payments. If you start paying late or your course is shorter than the semester, the number of instalments will be reduced to ensure that fees are paid before your course ends.
- Once your payment plan is set up, you will receive a copy of your Direct Debit Request and schedule by email.

Student name:

Student ID:

Student address:

Suburb:

Postcode:

ACN/ABN Number (if applicable):

Authorises and requests South Metropolitan TAFE (APCA ID no 403029) ("Debit User"), until further notice in writing, to arrange for my/our account (as described in the Schedule below) to be debited as specified below, provided that if no amount is specified, the account may be debited with any amounts which the Debit User may properly debit or charge me/us through BECS.

Students under 18 years must have a parent/guardian sign the field below.

Parent/Guardian signature (if applicable):

Date:

Direct Debit Request (All fields must be completed)

Details of account to be debited: For example: Savings or Cheque accounts. Note: Direct Debiting is not available on the full range of accounts. South Metropolitan TAFE does not accept Visa, MasterCard, Diners or Amex credit cards. If in doubt, please refer to your financial institution.

Name of account holder:

Name of Financial Institution:

Branch (suburb):

BSB number:

Account number:

Bank Account holder contact details if different to student details:

Full Name:

Phone number:

Email address:

Direct debit to commence on:

Weekly:

Fortnightly:

This Direct Debit request is to apply for the duration of my qualification at South Metropolitan TAFE

This Direct Debit request is to apply to my current enrolment only

**ACKNOWLEDGEMENT:** (Please tick the boxes)

I/We have read the Service Agreement on the following page and agree to its terms.

I/We authorise and request that this Direct Debit Request remain in force until cancelled, deferred or otherwise altered in accordance with the Service Agreement.

I/We confirm account details are correct and that this request is signed by required number of authorised signatories.

Account Holder signature 1:

Date:

Account holder signature 2:

Date:

Office Use Only

Enrolling Officer Name:

Date:

## DIRECT DEBIT REQUEST

### Service agreement

- 1) South Metropolitan TAFE ABN 15 965 263 323 (Debit User) will initiate direct debit payments in the manner referred to in the Schedule.
- 2) Debit payments will be made when due. The Debit User will not issue individual confirmation of payments made.
- 3) If a debit payment falls due on any day which is not a business day, the payment will be made on the next business day.
- 4) The Debit User will give the customer at least 14 days' written notice if the Debit User proposes to vary details of this arrangement, including the amount and frequency of payments.
- 5) If the customer wishes to defer any payment or alter any of the details referred in the Schedule, the customer must telephone South Metropolitan TAFE or write to South Metropolitan TAFE – see reverse for details.
- 6) Any queries concerning disputed debit payments must be directed to the Debit User in the first instance. Customers may obtain details of the claims process by contacting the Finance Department at South Metropolitan TAFE or write to South Metropolitan TAFE – see reverse for details.
- 7) Direct debiting is not available on the full range of accounts at all financial institutions. If in doubt the customer should check with their financial institution before completing this Direct Debit Request.
- 8) The customer should ensure that the account details given in the Schedule are correct by checking them against a recent statement from the financial institution at which the account is held.
- 9) By signing this Direct Debit Request, the customer warrants and represents that he/she is duly authorised to request the debiting of payments from the account described in the Schedule.
- 10) It is the customer's responsibility to have sufficient cleared funds available in the account to be debited, to enable debit payments to be made in accordance with this Direct Debit Request. To avoid referral to our Debt Collection Agency, missed payments due to insufficient funds or incorrect bank details must be paid over the counter to the cashier in order to meet the terms of your direct debit agreement.
- 11) Sanctions will apply if two or more payments are missed within the payment plan agreement.
- 12) If one payment is rejected, South Metropolitan TAFE will follow up the debt with an SMS text message reminder requesting that the rejected payment be made before the next instalment date.
- 13) After a second payment rejection, a reminder letter will be sent requesting payment of the full outstanding amount within 21 days of the date of the letter.
- 14) Should payment not be received within the 21 day period, sanctions may be applied which will result in the following actions and restrictions:
  - a. cancellation of your payment plan;
  - b. your debt will be sent to our debt collection agent;
  - c. your access to the student portal and blackboard will be restricted; and
  - d. further enrolments, re-enrolments and amendments to current enrolments will not be possible.
- 15) The actions and restrictions noted at c. above may also apply if a payment arrangement is cancelled by the student, and the student has not formally withdrawn from the course.
- 16) Students with any outstanding balance at the conclusion of the payment plan period will automatically receive sanctions resulting in the actions and restrictions noted at c. above.
- 17) Sanctions and resulting actions will be lifted/ceased upon full payment of the outstanding debt.
- 18) If a debit payment is returned unpaid, the customer may be charged a fee for each unpaid item.
- 19) Customers wishing to cancel this Direct Debit Request or to stop individual debit payments must give at least 7 days' written notice to the Debit User at the address referred to above.
- 20) Except to the extent that disclosure is necessary in order to process debit payments investigate and resolve disputed transactions or is otherwise required by law, the Debit User will keep details of the customer's account and debit payments confidential.