



## DIRECT DEBIT REQUEST SERVICE AGREEMENT

### Please keep for your records

1. This Direct Debit agreement will remain in place for the duration of time you continue to have a debt with Temple Christian College or until it is stopped by yourself. Each year your repayments will be recalculated and you will be notified of the new amount to be deducted before any deductions are made.
2. Fee Statements will be sent out at the beginning of each term to advise you of the fees owing and to show the payments that have been made. You can request these statements more often if you wish by contacting the Finance Office:  
**Mile End:** ph 8405 0921  
**Paralowie:** ph 8256 9631  
**Email:** [accounts.receivable@tcc.sa.edu.au](mailto:accounts.receivable@tcc.sa.edu.au)
3. You will be advised 7 days in advance of any changes to the Direct Debit arrangements.
4. If you believe there has been an error in debiting your account or if you wish to request deferment of, or alteration to your Direct Debit arrangements (including termination of Direct Debit Request) you will need to contact the Finance Office, or send written advice outlining the request/issue to:  
  
Temple Christian College – Finance Office  
2 Henley Beach Rd  
MILE END SA 5031  
**Mile End:** ph 8405 0921  
**Paralowie:** ph 8256 9631  
**Email:** [accounts.receivable@tcc.sa.edu.au](mailto:accounts.receivable@tcc.sa.edu.au)
5. Please allow 7 working days for any amendments to take effect.
6. Please be aware that;
  - a. Direct Debit through Bulk Electronic Clearing System is not available on all accounts; and,
  - b. Account details should be checked against a recent statement from your Financial Institution. If you are in any doubt, you should check with your Financial Institution before completing the Direct Debit Request Form.
7. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
8. If there are 3 dishonoured Direct Debits, the payment plan may be suspended and full payment of the outstanding fees will be required.
9. If the due date for payment falls on a weekend or public holiday, the payment will be processed on the next working day. For further clarification, please contact the Finance Office.
10. Temple Christian College will be charged a rejected transaction fee for any transaction that rejects due to incorrect account details, insufficient funds, or account closure. This fee of \$2.75 will be charged to your school account, and you will be notified to make alternative arrangements for paying your school fees.
11. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or the Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

#### **Building Fund contributions:**

Can be made by Direct Debit and will be a separate deduction made at the beginning of the year or in the second week of each term. Alternatively, you can make contributions at the Campus Office or via the Online Payments portal on our website ([www.tcc.sa.edu.au](http://www.tcc.sa.edu.au)).