



# Direct Debit Request

**Request and Authority to debit the account named below to pay**

**The Australian National University**

**Burton and Garran Hall**

<p><b>Request and Authority to debit</b></p>	<p><b>Surname or company name:</b> _____</p> <p><b>Given names or ACN/ARBN:</b> _____ (“you”)</p> <p>request and authorise The Australian National University (User ID number 101584) to arrange for any amount The Australian National University may debit or charge <i>you</i>, with regards accommodation and/or accommodation related services, to be debited through the Bulk Electronic Clearing System from an <i>account</i> held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
<p><b>Insert the name and address of financial institution at which account is held</b></p>	<p><b>Financial institution name:</b> _____</p> <p><b>Address:</b> _____</p> <p>_____</p> <p>(Must be an Australian Bank Account)</p>
<p><b>Insert details of account to be debited</b></p> <p>(Australian Account ONLY)</p>	<p><b>Name of account holder:</b> _____</p> <p><b>BSB number:</b>        _ _ _ _  -  _ _ _ _ </p> <p><b>Account number:</b>    _ _ _ _ _ _ _ _ _ _ _ _ _ _ </p> <p>(Must be an Australian Bank Account)</p>
<p><b>Acknowledgement</b></p>	<p>By signing this Direct Debit Request <i>you</i> acknowledge having read and understood the terms and conditions governing the debit arrangements between <i>you</i> and The Australian National University as set out in this Request and in your Direct Debit Request Service Agreement.</p>
<p><b>Payment Detail</b></p>	<p>The first debit will processed as per the Direct Debit Payment Schedule and at fortnightly intervals after that.</p>
<p><b>Insert signature and address of authorised account holder</b></p>	<p><b>Signature:</b> _____</p> <p>(If signing for a company, sign and print full name and capacity for signing eg. Director)</p> <p><b>Address:</b> _____</p> <p>_____</p> <p><b>Phone:</b>   (H) _____       (W) _____</p> <p><b>Date:</b>     ___ / ___ / ___</p>
<p><b>Full name of resident</b></p> <p>(if different from account holder)</p>	<p><b>Surname:</b> _____</p> <p><b>First Name:</b> _____</p>



## Direct Debit Request Service Agreement

### 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*.

*business 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 Direct Debit Request between *us* and *you*.

*us* or *we* means *The Australian National University* you have authorised by signing a *direct debit request*.

*you* means the customer who signed the *direct debit request*.

*your financial institution* is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

### 1. Debiting *your account*

1.1 By signing a *direct debit request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *direct debit request* and this *agreement* for the terms of 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 *business day*, *we* may direct *your financial institution* to debit *your account* on the following *business day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

### 2. Changes 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.

### 3. Changes by *you*

3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us*:

Administration Manager  
Burton and Garran Hall  
Building 49  
Daley Road  
Canberra, ACT 0200  
Phone: +61 2 6184 0000, Fax: +61 2 6184 0045  
Email: Enquiries.bg@anu.edu.au

3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least two (2) days before the next *debit day*. This notice should be given to *us* in the first instance.

3.3 *You* may also cancel *your* authority for *us* to debit *your account* at any time by giving *us* two (2) days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.

### 4. *Your obligations*

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *direct debit request*.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:

(a) *you* may be charged a fee and/or interest by *your financial institution*;

(b) *you* may also incur fees or charges imposed or incurred by *us*; and

(c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

- 4.3 You should check *your account* statement to verify that the amounts debited from *your account* are correct
- 4.4 If The Australian National University is liable to pay goods and services tax (“GST”) on a supply made by the National in connection with this *agreement*, then *you* agree to pay The Australian National University on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

**5 Dispute**

- 5.1 If *you* believe that there has been an error in debiting your *account*, *you* should notify *us* directly:

Administration Manager  
Burton and Garran Hall  
Building 49  
Daley Road  
Canberra, ACT 0200  
Phone: +61 2 6184 0000, Fax: +61 2 6184 0045  
Email: Enquiries.bg@anu.edu.au

and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly.

- 5.2 If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.
- 5.3 If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding.
- 5.4 Any queries *you* may have about an error made in debiting *your account* should be directed to *us* in the first instance so that *we* can attempt to resolve the matter between *us* and *you*. If *we* cannot resolve the matter *you* can still refer it to *your financial institution*, which will obtain details from *you* of the disputed transaction and may lodge a claim on *your* behalf.

**6 Accounts**

- 6.1 *You* should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *direct debit request* if *you* have any queries about how to complete the *direct debit request*.

**7 Confidentiality**

- 7.1 *We* will keep any information (including *your account* details) in *your direct debit request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

- 7.2 *We* will only disclose information that *we* have about *you*:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

**8 Notice**

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to:

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Burton and Garran Hall  
Building 49  
Daley Road  
Canberra, ACT 0200  
Phone: +61 2 6184 0000, Fax: +61 2 6184 0045  
Email: Enquiries.bg@anu.edu.au

- 8.2 *We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *direct debit request*.

- 8.3 Any notice will be deemed to have been received two *business days* after it is posted.