



Direct Debit Request

OOSH NORTHERN BEACHES

A.B.N. 98 399 800 352

P.O. Box 1143

Dee Why NSW 2099

T: 9984 8089

F: 9981 2745

E: manager@ooshnb.com.au

Request and Authority for EziDebit Australia to debit the account named below to pay OOSH Northern Beaches

Request and Authority to debit

Surname or Company Name _____

Given names or ACN/ARBN _____ ("you")

Request and authorise OOSH Northern Beaches, or it's nominated representative, presently Ezi Debit Australia Pty Ltd acting on behalf of OOSH Northern Beaches, to arrange, through its own financial institution, for any amount OOSH NORTHERN BEACHES may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to OOSH NORTHERN BEACHES and/or to authorize OOSH Northern Beaches or it's nominated representative, presently Ezi Debit Australia Pty Ltd acting on behalf of OOSH Northern Beaches to debit payments from my specified credit card below, subject to the terms and conditions of the Direct Debit Customer Service Agreement (and any further instructions provided below) and acknowledge that Ezi Debit Australia (or EziDebit Milton) will appear as the business name on my statements. I understand credit card payments may not always be processed by Ezi Debit Australia Pty Ltd and OOSH Northern Beaches may appear on my credit card statement.

How would you like to pay for your childcare?

Bank Account – Complete Section A

Credit Card - Complete Section B

Section A – Your full name: _____

Name of financial institution: _____

Financial Institution / Branch: _____

Name of account holder: _____

BSB Number: _____

Bank Account Number _____

Section B – Type of Card Master Card Visa

Credit Card Number: _____

Expiry date (MMYY) _____ / _____

Name on card: _____

Acknowledgment

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you, OOSH Northern Beaches and it's nominated representative, presently Ezi Debit Australia Pty Ltd, but may change from time to time, as set out in this Request and in your Direct Debit Customer Service Agreement on the rear of this page.

Payment Details (this maybe completed / confirmed with the Centre Licensee)

The maximum amount to be debited at any one time is:

\$ _____ (amount in words)

Please note Direct Debits will be made fortnightly on Tuesdays, or the preceding business day in the case of public holidays. Please note that the maximum amount stated above may not be reflective of the amount actually charged. In all cases the amount charged will be less than or equal to the maximum authorized amount. The initial Direct Debit amount will be more to include the registration fee and may not fall on a Tuesday, depending on the day it's received.

Insert your Signature and address

Signature: _____

Company Details: _____
(If signing for a company, sign and print full name and capacity for signing eg. director)

Address: _____

Date: ____ / ____ / ____ Phone _____

OFFICE USE ONLY

Authority # _____ Entered by: _____ Date ____ / ____ / ____

OVER.....

Direct debit customer service agreement



Our commitment to you

- We will provide you regular transaction statements.
- Where the due date for a drawing falls on a non-business day, we draw the amount on the preceding business day.
- We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.
- In the event that OOSH Northern Beaches is required to debit an amount in excess of the maximum amount, a revised Direct Debit Form will be provided, at least 7 days prior to the drawing date, for your authorization.
- We may charge you a dishonour fee for drawings that are returned unpaid. Where drawings are returned unpaid we will arrange with you an alternate payment method.
- Confidentiality:
 - We will keep any information (including account details) in your Direct Debit Request confidential. We will make all 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 unauthorized use, modification, reproduction or disclosure about that information.
 - We will only disclose information that we have about you:
 - To the extent specifically required by law, or
 - For the purposes of this Agreement (including disclosing information in connection with any query or claim)
- We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 10 business days.

Your commitment to us

- It is your responsibility to check with your financial institution prior to completing the direct debit request, that direct debiting is available on that account.
- It is your responsibility to ensure that the authorization on the direct debit request is identical to the account signing instruction held by the financial institution of the nominated account.

- It is your responsibility to ensure at all times that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- It is your responsibility to advise us if the account nominated by you to receive the drawings is altered, transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method if the drawing arrangements are stopped either by you or the nominated financial institution.
- It is your responsibility to meet any charges resulting from the use of the direct debit system. This may include fees charged by us as a result of drawings returned unpaid. The current administration fee is \$20 per family (incl GST) per transaction and may be added to your next drawing at our discretion.
- It is your responsibility in the event of your direct debit defaulting, to make payment within 7 days of the default, or OOSH NORTHERN BEACHES may at its discretion refuse future care of your child until your account is brought up to date.

Your rights

- You may request to alter the direct debit arrangement by giving written notice to us. Such notice should be received by us at least five business days prior to the due date for the next drawing.
- You may cancel the direct debit arrangement at any time by giving written notice to us. Such notice should be received by us at least fourteen business days prior to the due date for the next drawing. An alternate payment scheme must be implemented at this time.
- All transaction disputes, queries, and claims should be raised directly with us. We will provide a verbal or written response within 10 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.

Please contact OOSH NORTHERN BEACHES on 9984 8089 with any queries, or alternatively send an email to manager@ooshnb.com.au