

PAYMENT ADVICE AND AUTHORISATION FORM 2017

Please complete this form only after receiving application approval.

Please Note: After receiving your application approval you will need to submit this form within the specified due date to International House Darwin to confirm and secure your reservation.

Check-in will not be possible until the minimum deposit required has been paid.

PERSONAL INFORMATION

Family name: _____ Name/s: _____

Date of birth: _____ Student ID: _____

Date of arrival: _____ Email: _____

Who will be responsible for your ongoing account (i.e. mother): _____

Above persons contact no.: _____

PREFERRED PAYMENT METHOD

Select one option only

Payment via Bank Transfer of Full Payment

Bank account name: _____ Charles Darwin University

Bank name: _____ Westpac Bank

Swift code: _____ WPACAU2S

Bank address: _____ 7 Bradshaw Terrace,
Casuarina NT 0810

BSB: _____ 035 302

Account no.: _____ 700 395

**Bank Transfer
DESCRIPTION must be:** _____ IHD, (Family name) – i.e. IHD, Chen

Please Note: This option can only be used for Full Payment or initial payment and a Receipt of Bank Transfer must be forwarded to accommodation@cdu.edu.au

Payment via Direct Debit Fortnightly

via Credit/Debit Card

Visa

Mastercard

Card no.: _____ Expiry: ____ / ____

Name on card: _____

Signature: _____

Via Bank Account

Only complete if you have selected the Fortnightly Payment Bank Transfer option.

I/We authorise you, **International House Darwin – User ID 378631**, to arrange for funds to be debited from my/our nominated Australian bank account via the Bulk Electronic Clearing System at the financial institution shown below according to the schedule specified below.

Bank name and Branch: _____

BSB: _____ Account no.: _____

Name of Account Holder: _____

Signature: _____

Commencing ____ / ____ / ____ , please debit \$ _____ from the above account each fortnight.

Please note: a processing charge will be applied to your rental account if there are insufficient funds available at the time of transfer.

Customer DDR Service Agreement – User ID 378631

Our commitment to you

This document outlines IHD's service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between International House Darwin (IHD) – USER ID 378631 and yourself. It sets out your rights, IHD's commitment to you and your responsibilities to IHD together with where you should go for assistance.

Terms of the arrangement

IHD undertakes to debit your nominated account fortnightly for the agreed amount for Student Residence Accommodation Rent on a set rental schedule. Please note the following:

- The first debit under this Direct Debit Request arrangement will occur on the next direct debit date as per the rental schedule.
- If a scheduled direct debit falls on a non-business day, it will be debited from your account on the next business day following the scheduled debit date.
- IHD will give you at least 14 days' notice via email when changes to the terms of the arrangement are made.
- If you wish to discuss any changes to the terms, please email the IHD Office: accommodation@cdu.edu.au

Your rights

Changes to the arrangement

If you wish to make changes to the direct debit arrangements, contact us via an email to accommodation@cdu.edu.au at least three (3) working days prior to the next scheduled drawing date. These changes may include:

- stopping an individual direct debit;
- suspending the direct debit; and/or
- updating your bank account or credit card details.

Your email must include a detailed explanation of how your rental account will remain compliant with the Terms and Conditions of Residence and include your full name and room number.

Enquiries

Direct all enquiries to IHD, rather than to your financial institution, and these should be made at least three (3) working days prior to the next scheduled drawing date. All communication addressed to IHD should include your full name and room number, as well as a detailed description of your enquiry.

Confidentiality

All personal customer information held by IHD will be kept confidential and secured except information provided to IHD's financial institution to initiate the direct debit from your nominated account.

Disputes

If you believe that a direct debit has been initiated incorrectly, you are encouraged to take the matter up directly with IHD by contacting the IHD Office staff on 08 8946 6591, Monday-Friday 9:00am-5:00pm, or by email at accommodation@cdu.edu.au

If you do not receive a satisfactory response from IHD to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- within five (5) business days (for claims lodged within 12 months of the disputed drawing);
- within 30 business days (for claims lodged more than 12 months after the disputed drawing); or
- you will receive a refund of the debited amount if IHD cannot substantiate the reason for the drawing.

Please note: Your financial institution will ask you to contact us to resolve your disputed direct debit prior to involving them.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this);
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account or credit card is transferred or closed (including lost and/or stolen credit cards).

If your direct debit is returned or dishonoured by your financial institution, a processing fee will be applied to your IHD rental account. This amount will be deducted from your next direct debit payment.