

## **PAYMENT ADVICE AND AUTHORISATION FORM 2020**

**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](mailto:accommodation@cdu.edu.au)

Payment via Direct Debit Fortnightly

via Credit/Debit Card

*Please register your credit card details online via the [StarRez portal](#).*

Via Bank Account

*Please register your bank details online via the [StarRez portal](#).*

I/We authorise you, **International House Darwin**, to arrange for funds to be debited from my/our nominated Australian bank account via the Bulk Electronic Clearing System at the financial institution as per registered via the StarRez portal.

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.

**Your 2020 application cannot be confirmed until you have registered your payment option. Please advise us as soon as possible if registering your payment option is not possible before your arrival.**

## **Customer Direct Debit Request Service Agreement**

### ***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) 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 bank account/credit card 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](mailto: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](mailto: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. If you have nominated a credit card for the direct debit, your credit card number is held with the financial institution and is tokenised. The full credit card number is not available to IHD staff.

## ***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](mailto: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 bank account/credit card 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.