

PAYMENT ADVICE AND AUTHORISATION FORM 2023

Direct Debit Request

REQUEST AND AUTHORITY TO DEBIT

This form requests and authorises **Charles Darwin University t/as International House Darwin (IHD), APCA ID:378631**, to arrange, a debit to your nominated account to pay for accommodation services.

This debit or charge will be arranged by **International House Darwin's** financial institution and made through the Bulk Electronic Clearing System (BECS) from your nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Your 2022 application will be confirmed once you have completed this form and registered your payment option with us. Please discuss with us as soon as possible if registering your payment option is not possible before your arrival.

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

PERSONAL INFORMATION

Family name: _____ First name: _____
Date of birth: _____ Student ID: _____

PREFERRED PAYMENT METHOD

Select one option only

[Option 1] Payment via Bank Transfer of Full Payment

Bank account name: Charles Darwin University
Bank name: Commonwealth Bank of Australia
Swift code: CTBAAU2S
Bank address: 67A Smith St, Darwin City NT 0800
BSB: 065-901
Account no: 11253951
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 of bond and first 2 weeks of rent. A bank transfer receipt must be forwarded to accommodation@cdu.edu.au to allow us to easily trace the payment with the University.

[Option 2] 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 account details online via the [StarRez portal](#).

I/We authorise you, **International House Darwin**, to arrange for funds to be debited from my/our nominated credit/debit card or Australian bank account that has been registered via the StarRez portal.

Signed in accordance with the account authority on your account:

Signature: _____

Date: ____/____/____(DD/MM/YY)

Signature: _____ (If 2nd signatory required)

Date: ____/____/____(DD/MM/YY)

Payment Commencing: ____/____/____(DD/MM/YY), please debit \$ _____

from the above account each fortnight per the rent payment schedule.

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

Direct Debit Request Service Agreement

Our commitment to you

This document outlines IHD's service commitment to you for the Direct Debit Request (DDR) arrangements made between International House Darwin (IHD) and yourself. It sets out your rights, IHD's commitment to you, your responsibilities to IHD, and where you can go for assistance.

Terms of the arrangement

Definitions

Us or **we** means IHD, *you* have authorised by requesting a *Direct Debit Request*.

You means the customer who has authorised the *Direct Debit Request*.

Your financial institution means the financial institution at which you hold the account you have authorised us to debit.

Debiting your account

- By submitting a Direct Debit Request, or by agreeing to the Direct Debit Request by the method presented, you have authorised us to arrange for funds to be debited from your account. The Direct Debit Request and this agreement set out the arrangement between us and you.
- 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.

IHD undertakes to debit your nominated bank account/credit card fortnightly for the agreed amount for Student 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 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 sent to the preferred email or address you have given us in the Direct Debit Request.
- 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 direct debit date.

These changes may include:

- request deferment of, or alteration to, any of the direct debit arrangements;
- stopping an individual direct debit;
- suspending the direct debit;
- 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. Or, contact us

- by telephoning us on 08 8946 6591, Monday-Friday 9:00am - 5:00pm; or
- you can also contact your own financial institution, which act promptly on your instructions.

Enquiries

If you are uncertain as to when the debit will be processed to your account, you should enquire your financial institution.

Please direct all enquiries to IHD at least three (3) working days prior to the next scheduled direct debit 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 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.

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).

Account

You should check:

- with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.

- your account details which you have provided to us are correct by checking them against a recent account statement; and
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request

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 in accordance with their stated timelines.

Your financial institution may 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 according to the Direct Debit request (your financial institution can confirm this);
- that on the direct debit 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.

Notices

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

Office of Accommodation Services
Casuarina Campus, Brown Precinct
Charles Darwin University
Brinkin NT 0815

or by email to **IHD Office staff** at accommodation@cdu.edu.au

We will notify *you* by sending a notice to the preferred address or email *you* have given us in the Direct Debit Request. Any notice will be deemed to have been received on the next business day after sending.