

PAYMENT ADVICE AND AUTHORISATION FORM

Please complete this form only after receiving application approval.

Note - After receiving application approval, you have 7 days to submit this form to North Flinders International House to secure your reservation. Check-in will not be made available until the minimum deposit has been paid.

PERSONAL INFORMATION			
Family Name:		Other Name/s:	
Date of Birth:	DATE / MONTH / YEAR	Student ID Number:	
Nationality:		Email:	
Who will be responsible for your ongoing account?			
Please provide a contact number for the above person.			
Choose your preferred payment method:			
<input type="checkbox"/> Payment by Credit Card			
Card Type	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	
	<input type="checkbox"/> Diners	<input type="checkbox"/> Amex	
Card No	<input type="text"/>	<input type="text"/>	<input type="text"/>
Name on Card	_____	Expiry	____/____
<input type="checkbox"/> FULL PAYMENT	<input type="checkbox"/> INITIAL PAYMENT AND WEEKLY PAYMENTS (Charged Fortnightly)		
<input type="checkbox"/> Payment by Bank Transfer (only for Fortnightly Payment)			
Read and complete the attached Direct Debit Request form (next page)			
<input type="checkbox"/> Payment by Bank Transfer (only for Full Payment)			
Bank Account Name:	Charles Darwin University		
BSB Number:	035 302		
Account Number:	700 395		
Bank Transfer description must be:	NFIH – Family Name		
For Example:	NFIH – Chen		
This option can only be used for Full Payment and a receipt of Bank Transfer must be attached to this application form when submitted			

DIRECT DEBIT REQUEST (DDR) – USER ID 378 631

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

Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	Postcode
Signature(s)	<input type="text"/>
	<input type="text"/>
	<i>If debiting from a joint bank account, both signatures are required</i>
Date	<input type="text"/>
Name and Branch of Financial Institution	<input type="text"/>
	<input type="text"/>
BSB No.	<input type="text"/>
Account Number	<input type="text"/>
Account Name	<input type="text"/>

Immediately upon receipt, please debit \$_____. from the above account once only. (***Initial Bond and Rent***)

and / or

Commencing ___/___/___, please debit \$_____. from the above account each fortnight. (***Ongoing Accommodation Rent***)

*** Please note that a \$35.00 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 our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between North Flinders International House – USER ID 378631 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

INITIAL TERMS OF THE ARRANGEMENT

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to debit your nominated account fortnightly for the agreed amount for Student Residence Accommodation Rent.

DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur immediately.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice via the email address submitted on your Application for Residence form when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please email the Manager of North Flinders International House (NFIH). This email address is available upon request from NFIH Office staff Monday – Friday 08:00 – 17:00

Your rights

CHANGES TO THE ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us via an email to the Manager of NFIH. This email address is available upon request from NFIH Office staff Monday – Friday 08:00 – 17:00. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Your email to the manager must include a detailed explanation of how your rental account will remain compliant with the Terms and Conditions of Residence. It must also be sent from the email address submitted to NFIH in your Application for Residence form.

ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 3 working days prior to the next scheduled drawing date. All communication addressed to us should include your Full Name and Room Number, as well as a detailed description of your enquiry.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the NFIH Office staff on 08 8946 6591, Monday – Friday 08:00 – 17:00, or by email at accommodation@cdu.edu.au.
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- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - within 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
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- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing 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); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, a \$35.00 processing charge will be applied to your NFIH rental account. This amount will be retained from your bond unless paid prior to departure.