



Clonard College
Geelong

Card Online Payment Services (COPS) Request

Request and Authority to debit the account named below to pay Clonard College

Request and Authority to debit	Surname & Family Code (as appears on Fee Statement)
	Given Names
	Student Name
	Request and authorize CLONARD COLLEGE 153298 to arrange for any amount CLONARD COLLEGE may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the COPS Request Service Agreement (and any further instructions provided below)
Insert the name and address of financial institution at which account is held	Financial Institution Name _____
	Address _____ _____
	Name on Card
	Card Number / / / / / / / / / / / / / / / /
	Expiry Date / / Card Type MasterCard/Visa
Acknowledgement	By signing this COPS Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and CLONARD COLLEGE as set out in this Request and in your COPS Request Service Agreement.
Amount of Debit \$ _____	The first debit may be made on ___/___/___ Frequency <input type="checkbox"/> Once Only <input type="checkbox"/> Monthly (20 th) <input type="checkbox"/> Half Yearly (30 th June) <input type="checkbox"/> Yearly (28 th Feb) <input type="checkbox"/> Quarterly (20 th Mar, June, Sept. & Dec) <i>(Please select an option by ticking one of the boxes above))</i>
Insert your signature and address	Signature <small>(if signing for a company, sign and print full name and capacity for signing, eg. Director)</small>
	Address _____
	Date / /



<p>Definitions</p>	<p><i>Account</i> means the account held at your <i>financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p><i>agreement</i> means this <i>COPS Service Agreement</i> between you and us.</p> <p><i>business day</i> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><i>debit day</i> means the day that payment by you to us is due.</p> <p><i>debit payments</i> means a particular transaction where a debit is made.</p> <p><i>COPS request</i> means the <i>COPS Request</i> between us and you.</p> <p><i>us or we</i> means CLONARD COLLEGE you have authorised by signing a <i>COPS Request</i>.</p> <p><i>you</i> means the customer who signed the <i>COPS Request</i>.</p> <p><i>your financial institution</i> is the financial institution where you hold the account that you have authorised us to arrange to debit.</p>
<p>1. Debiting your account</p>	<p>1.1 By signing a <i>COPS Request</i>, you have authorised us to arrange for funds to be debited from your <i>account</i>. You should refer to the <i>COPS Request</i> and this <i>agreement</i> for the terms of the arrangement between us and you.</p> <p>1.2 We will only arrange for funds to be debited from your <i>account</i> as authorised in the <i>COPS Request</i>.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>business day</i>, we may direct your <i>financial institution</i> to debit your <i>account</i> on the following <i>business day</i>. If you are unsure about which day your <i>account</i> has or will be debited you should ask your <i>financial institution</i>.</p>
<p>2. Changes by us</p>	<p>2.1 We may vary any details of this <i>agreement</i> or a <i>COPS Request</i> at any time by giving you at least fourteen (14) days' written notice.</p>
<p>3.</p>	<p>3.1 Subject to 3.2 and 3.3, you may change the arrangement under a <i>COPS Request</i> by contacting us at CLONARD COLLEGE, telephone 5278 2155</p> <p>3.2 If you wish to stop or defer a <i>debit payment</i> you must notify us in writing at least fourteen (14) days before the next <i>debit day</i>. This notice should be given to us in the first instance.</p> <p>3.3 You may also cancel your authority for us to debit your <i>account</i> at any time by giving us fourteen (14) days notice in writing before the next <i>debit day</i>. This notice should be given to us in the first instance.</p>
<p>4.</p>	<p>4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a <i>debit payment</i> to be made in accordance with the <i>direct debit request</i>.</p> <p>4.2 If there are insufficient clear funds in your <i>account</i> to meeting a <i>debit payment</i>:</p> <p>(a) you may be charged a fee and/or interest by your <i>financial institution</i>;</p>

	<p>(b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and</p> <p>(c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i>.</p> <p>4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct.</p> <p>4.4 If National Australia Bank Limited A.C.M. 004004 937 (“National”) is liable to pay goods and services tax (“GST”) on a supply made by the National in connection with this <i>agreement</i>, then <i>you</i> agree to pay the National on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.</p>
5. Dispute	<p>5.1 If <i>you</i> believe that there has been an error in debiting <i>your account</i>, <i>you</i> should notify <i>us</i> directly at CLONARD COLLEGE, telephone 5278 2155, and confirm that notice in writing with <i>us</i> as soon as possible so that <i>we</i> can resolve <i>your</i> query more quickly.</p> <p>5.2 If <i>we</i> conclude as a result of our investigation that <i>your</i> account has been incorrectly debited <i>we will</i> respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your account</i> (including interest and charges) accordingly. <i>We</i> will also notify <i>you</i> in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited <i>we will</i> respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding.</p> <p>5.4 Any queries <i>you</i> may have about an error made in debiting <i>your account</i> should be directed to <i>us</i> in the first instance so that <i>we</i> can attempt to resolve the matter between <i>us</i> and <i>you</i>. If <i>we</i> cannot resolve the matter <i>you</i> can still refer it to <i>your financial institution</i> which will obtain details from <i>you</i> of the disputed transaction and may lodge a claim on <i>your</i> behalf.</p>
6. Accounts	<p>YOU should check:</p> <p>(a) With <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) <i>Your</i> account details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and</p> <p>(c) With <i>your financial institution</i> before completing the <i>COPS Request</i> if <i>you</i> have any queries about how to complete the <i>COPS Request</i>.</p>
7. Confidentiality	<p>7.1 <i>We</i> will keep any information (including <i>your account</i> details) in <i>your COPS request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 <i>We</i> will only disclose information that <i>we</i> have about <i>you</i>:</p> <p>(a) To the extent specifically required by law; or</p> <p>(b) For the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</p>
8. Notice	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to CLONARD COLLEGE</p> <p>8.2 <i>We</i> will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the direct debit request.</p> <p>8.3 Any notice will be deemed to have been received two <i>business days</i> after it is posted.</p>