

All Quality Child Care Pty. Ltd
Trading as **Austral Cloud**
Unit 3/84 Old Pittwater Road
Brookvale NSW 2100
(02) 9939 0998 ABN 74 106 036 355
www.australcloud.com.au

Direct Debit Request

Request and Authority to debit the account named below to pay
All Quality Child Care Pty. Ltd

Your Surname (or Company Name) _____

Given names(or ABN) _____ "you"

request and authorise All Quality Child Care Pty. Ltd. (Debit User **377231**) to arrange, through its own financial institution, a debit to your nominated account any amount All Quality Child Care Pty. Ltd. ,has deemed payable by *you*. This debit or charge will be made through the Bulk Electronic Clearing System from *your* account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).

How would you like to pay for your childcare? Please complete section A or B

Section A Bank Account

Financial institution name _____

Name on account _____

BSB number
(Must be 6 Digits) |__|__|__| - |__|__|__|

Account number
|__|__|__|__|__|__|__|__|__|

Section B Credit Card

Card Type
 MasterCard or Visa

Name on card

Card Number
|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|

Expiry Date |__|__| / |__|__|

Signature
of card holder _____

Acknowledgment

By **signing** and/or providing us with a **valid instruction** in respect to *your* Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and All Quality Child Care Pty. Ltd. as set out in this Request and in your Direct Debit Request Service Agreement.

Payment Options

Your Account will be debited as required.
The frequency and amount will be indicated on your Fees Payments Form.

Insert your signature and address

Signature _____ **Print Name** _____

Address _____

Email _____

Date ___ / ___ / ___ **Phone**

Phone (W) _____ (M) _____

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Direct Debit Request Service Agreement

The following is your Direct Debit Service Agreement with All Quality Child Care Pty. Ltd. Trading as Future Blocks ABN 74 106 036 355. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

Definitions:

account means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between *you* and *us*.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between *us* and *you*.

us or **we** means All Quality Child Care Pty. Ltd(AQCC). Trading as Future Blocks, (the Debit User) *you* have authorised by signing a *Direct Debit Request*.

you means the customer who has signed or authorised by other means the *Direct Debit Request*.

your financial institution means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

1. Debiting your account

1.1 By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.

1.2 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.

1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

Amendments by us

2 We 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.

3.1 Amendments by you

3.2 *You* may change, stop or defer a debit payment, or terminate this agreement by providing *us* with at least fourteen **(14) days** notification by writing to:

Your Childcare Provider or writing to AQCC Unit 3,84 Old Pittwater Rd, BROOKVALE NSW 2100

or

by telephoning your Childcare Provider or us on (02) 9939 0998 during business hours;

or

arranging it through your own financial institution.

4.1 Your obligations

It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to

be made in accordance with the *Direct Debit Request*.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:

- (a) *you* may be charged a fee and/or interest by *your financial institution*;
- (b) *you* may also incur fees or charges imposed or incurred by *us*; and
- (c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct

4.4 If All Quality Child Care Pty. Ltd. Trading as Future Blocks is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then *you* agree to pay All Quality Child Care Pty. Ltd. Trading as Future Blocks on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5.1 **Dispute**

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly by contacting your Childcare Provider or AQCC by mail Unit 3, 84 Old Pittwater Road, Brookvale NSW 2100 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve your query more quickly. Alternatively *you* can take it up with your financial institution direct.

5.2 If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.

5.3 If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

Accounts

6 *You* should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

7.1 **Confidentiality**

We will keep any information (including *your account* details) in *your Direct Debit Request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 *We* will only disclose information that *we* have about *you*:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8.1 **Notice**

8.2 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to your Childcare Provider or All Quality Child Care Pty. Ltd. Trading as Austral Cloud, Unit 3, 84 Old Pittwater Road, Brookvale NSW 2100

8.2 *We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.

8.3 Any notice will be deemed to have been received on the third *banking* day after posting.

Comments

Please contact your Childcare Provider in the first instance to have your questions or changes implemented.

Thank you

Revision 7 as at 6 August 2014