

## Direct Debit Frequently Asked Questions



### What is the Direct Debit payment method?

Direct Debit is a payment method that allows you to pay your tuition fees periodically over 10 months. The monthly payment is automatically deducted from a credit card, savings or cheque account that you nominate. As the payments are automatic, they will always be on time.

### Do I need to apply for the Direct Debit payment method?

Yes. If you are interested in applying for this payment method, please follow this link to complete the Direct Debit Request form online:

<https://pay.schooleasypay.com.au/Register/Customer?MerchantCode=cornish>

Or contact us at [finance@cornishcollege.vic.edu.au](mailto:finance@cornishcollege.vic.edu.au) for further information.

### How does it work?

To apply you must fill out the Direct Debit Request form online, where you authorise Cornish College to debit tuition fees and the voluntary Building Fund donation (if agreed) from your nominated account. The Service Agreement is also included in the form online, which outlines the terms and conditions between yourself and Cornish College.

Direct debits will occur on the **1st of each month from February 1st 2020** and you must ensure that you have sufficient funds in your account to honour the payment.

### Will it take me long to enrol?

To apply for direct debit is an easy one step process. You will need to provide your Account Code (found on your Cornish College Statement), full name and bank details (you can nominate either a bank account or credit card).

There is no need to enter the amount of your monthly deductions in the online form. We calculate the amount based on your own situation and by dividing the total yearly amount into monthly instalments. The amount of your monthly deduction can be obtained by sending an email to: [finance@cornishcollege.vic.edu.au](mailto:finance@cornishcollege.vic.edu.au)

Please be aware the amount deducted for Direct Debit, covers tuition fees only and you will need to make payments for any cocurricular activities, buses and any compulsory charges either online on our website, electronic transfer or by credit card over the phone.

### I have completed the Direct Debit Request form online, what happens now?

Once you complete the form, a Transaction Confirmation Receipt will be sent to the email address you have nominated in the form. There is no need to contact us; we will also receive an email confirmation with your details.

**Are there any fees associated with direct debit payment method?**

No. Direct Debits made from a bank transfer or credit card will not incur any extra fee.

**Will I still receive a Statement?**

Yes. You will receive your statement which will show your monthly tuition fee charges and direct debit payments. Statements will also include cocurricular, buses and other charges that you will need to arrange to pay separately if applicable.

**What if my bank account or credit card information changes?**

Should your Financial Institution Branch, Account Number or Credit Card details (including account number, type or expiry date) change, please let us know at least 2 business days prior to the 1<sup>st</sup> of the month by sending an email to [finance@cornishcollege.vic.edu.au](mailto:finance@cornishcollege.vic.edu.au) Failure to do so may result in a payment dishonour.

**What if the funds are not available on the 1st of the month?**

Please notify us immediately if your bank account will not have the available funds on the 1st of the month.

**How do I cancel Direct Debit?**

Please send us an email requesting to cancel your Direct Debit payment method at [finance@cornishcollege.vic.edu.au](mailto:finance@cornishcollege.vic.edu.au) at least 2 business days prior to the 1<sup>st</sup> of the month.

**What if my due date falls on a weekend or holiday?**

If the 1<sup>st</sup> falls on a Public Holiday or a non-business day, then the Direct Debit will take place by the next business day.

**How is my privacy protected?**

All information you give us about your savings, cheque or credit card accounts will be kept in the strictest confidence between your financial institution and Cornish College. We will not pass your information on to anyone else.