

## **Direct Debit Frequently Asked Questions (FAQ)**

### **What is the Direct Debit payment method?**

Direct Debit allows you to pay your Cornish College tuition fees and compulsory charges in ten equal monthly instalments from February to November. The monthly instalment amount is debited to your nominated credit card, savings or cheque account on the first business day of the month.

### **How do I register for Direct Debit?**

Please click [here](https://pay.schooleasypay.com.au/setup/cornish?paymentmethod=Batch%20Pay) to complete the Direct Debit Request form (Payment Set Up form) online or visit <https://pay.schooleasypay.com.au/setup/cornish?paymentmethod=Batch%20Pay>

When setting up Direct Debit, the Payment Option drop down box will default to Batch Pay. Please **do not** change this option.

### **How does it work?**

Please complete the Direct Debit Request form (Payment Set Up form) online to authorise Cornish College to debit tuition fees and other compulsory charges from your nominated account. The Direct Debit Terms and Conditions between you and Cornish College are outlined in the Service Agreement and you will be asked to accept these terms and conditions as part of the online registration process. Direct Debits will occur on the **1st of each month from 1 February to 1 November**. Please ensure that you have sufficient funds in your account at this time.

### **How do I enrol in monthly Direct Debit?**

Enrolling in monthly Direct Debit is an easy one-step process. You will need your Cornish College Account Code (found on your Cornish College statement) and bank details (you can nominate either a bank account or credit card).

Please do not enter the amount of your monthly deduction in the online form (Payment Set Up form). The College will calculate your annual fee amount based on your individual circumstances and divide it into ten equal monthly instalments. Please send an email to [finance@cornishcollege.vic.edu.au](mailto:finance@cornishcollege.vic.edu.au) if you require the detailed calculations of your annual and monthly amounts.

The amount deducted by Direct Debit only covers tuition fees and compulsory charges (compulsory building fund levy, software levy and music levy). You will be required to make additional payments for any elective cocurricular activities (private music tuition, drama, golf, running etc.) and any other compulsory charges.

### **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 as we will also receive an email confirmation with your details.

### **Are there any fees associated with Direct Debit payment method?**

You will not incur fees for Direct Debits made from a bank account or credit card. If, however,

there are insufficient funds in your account at the time of the Direct Debit, you may incur a dishonour fee.

**Will I still receive a School Fee Statement?**

You will receive a monthly statement showing your monthly tuition fee charges and direct debit payments. The monthly statement will also include applicable cocurricular and other charges, which you will be required to be pay separately. Manual payments can be made via The Hive, BPay or bank transfer.

**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, simply login to [www.schooleasypay.com.au](http://www.schooleasypay.com.au) and update your details. If you have any difficulties with updating these details, feel free to contact us. However you cannot change credit/debit card or banking details over the phone or by email, for security reasons.

**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 to [finance@cornishcollege.vic.edu.au](mailto:finance@cornishcollege.vic.edu.au) at least two 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.

**What if I have further questions?**

Please send an email to [finance@cornishcollege.vic.edu.au](mailto:finance@cornishcollege.vic.edu.au) if you require further information.