



AUSTRALIA-INTERNATIONAL INSTITUTE  
OF WORKPLACE TRAINING (HEAD OFFICE)

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CRICOS Provider No: 02645B National Provider: 51174

**A.I.W.T. PTY. LTD.**  
**(314011)**  
**Direct Debit Request (DDR)**

**PART A YOUR DETAILS**

**Request and Authority  
to debit**

**Student Number:** \_\_\_\_\_  
**Student Name:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_ **Email Address:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**State:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_

**PART B YOUR SCHEDULE**

**Debit Frequency**

**Date of First Payment:**

DD	MMM	YYYY
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 e.g. 21 Feb 2018  
**Frequency:**  Weekly  Quarterly  
 Fortnightly  Six-Monthly  
 Monthly  Yearly  
**Number of Payments:**  Continue until further notice  
OR  
 Stop after \_\_\_\_\_ payments

**PART C PAYMENT AMOUNTS**

**Details of Payment**

**Regular amount:** \_\_\_\_\_ (Payment amount for each debit + \$10 admin fee)  
**Final amount:** \_\_\_\_\_ (Leave blank if same as regular amount + \$10 admin fee)  
**Total amount to be paid:** \_\_\_\_\_

**PART D Cheque/ Savings Account**

**Details of Account to be  
debited**

I/ we request and authorise **A.I.W.T. PTY. LTD. (314011)** to arrange, through its own financial institution, a debit to your nominated account any amount **A.I.W.T. PTY. LTD. (314011)** has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) 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.

**Financial Institution:** \_\_\_\_\_  
**Branch:** \_\_\_\_\_  
**Account Name:** \_\_\_\_\_  
**BSB Number:**

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**Account Number:**

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**Signature(s)**

I/ we request and authorise Acknowledgement. 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 arrangement between you and **A.I.W.T. PTY. LTD. (314011)** as set out in this Request and in your Direct Debit Service Agreement.

**Signature:**

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**Date:**

DD	MMM	YYYY
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**Signature:**

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**Date:**

DD	MMM	YYYY
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(If debiting from a joint bank account, both signatures are required)

Return your completed application by mail to:

**PO Box 3426  
Malaga, WA, Australia 6945**

# AUSTRALIA-INTERNATIONAL INSTITUTE OF WORKPLACE TRAINING

## Direct Debit Request Service Agreement

### Student Direct Debit Request (DDR) Service Agreement

This is your Direct Debit Service Agreement with A.I.W.T. PTY. LTD. (314011) 55 109 701 984. It explains 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.

Please keep this agreement 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 authorisation.

### Enquiries

You can contact us directly or alternatively contact your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:

#### How to Contact Us

**Phone:** 08 92499688

**Email:** Julie.derby@aiwt.edu.au

**Mail:** PO Box 3426 Malaga, WA, Australia 6945

All communication addressed to us should include your Customer Number.

### 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 A.I.W.T. PTY. LTD. (314011) you have authorised by requesting 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**.

**We** will only arrange for funds to be debited from **your account** as authorised in the **Direct Debit Request**.

or

**1.2** **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**.

### 2. Amendment by us

**2.1** **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. Amendments by you

**3.1** **You** may change, stop or defer a **debit payment**, or terminate this agreement by providing **us** with at least **seven (7) days** notification by writing to:

**PO Box 3426 Malaga, WA, Australia 6945**

or

by telephoning **us** on + **61 08 9249 9688** during business hours; or arranging it through **your financial institution**, which is required to act promptly on **your** instructions.

or

arranging it through **your own financial institution**.

### 4. Your obligations

**4.1** 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**:

- **you** may be charged a fee and/or interest by **your financial institution**;
- **you** may also incur fees or charges imposed or incurred by **us**; and
- **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.

### 5. Dispute

**5.1** If **you** believe that there has been an error in debiting **your account**, **you** should notify **us** directly on +**61 08 92499688** 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 directly with **your financial institution**.

**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.

### 6. Accounts

**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. Confidentiality

**7.1** **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. Notice

**8.1** If **you** wish to notify **us** in writing about anything relating to this **agreement**, **you** should write to:

**A.I.W.T. PTY. LTD.**

**PO Box 3426 Malaga**

**WA, Australia 6945**

**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.