

MONASH STUDENT ASSOCIATION (CLAYTON) INC.

A. CUSTOMER INFORMATION	
Monash ID*	<input type="text"/>
Company Name	<input type="text"/>
First Name*	<input type="text"/>
Surname*	<input type="text"/>
Date of Birth*	<input type="text"/>
Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
Suburb*	<input type="text"/>
Postcode*	<input type="text"/>
State*	<input type="text"/>
Phone (M)*	<input type="text"/>
Phone (O)	<input type="text"/>
Email*	<input type="text"/>

C. PAYMENT INFORMATION	
IMPORTANT: Fees and charges may apply. Please allow 5 working days for processing after the form is received by Ezy pay.	
To be completed by MTPD Staff	
REGULAR DEBIT	
Regular amount of \$	<input type="text"/>
To be debited every	<input type="text"/>
Starting on	<input type="text"/> / <input type="text"/> / <input type="text"/>
End after this total amount is collected \$	<input type="text"/>

B. PAYMENT METHOD	
Please select Bank Account or Credit Card	
1. BANK ACCOUNT	
Name of Institution	<input type="text"/>
Branch Location	<input type="text"/>
Name of Account Holder(s)	<input type="text"/>
BSB Number	<input type="text"/>
Account Number	<input type="text"/>
I/we authorise Ezy pay Limited APCA User ID Number 064323 to debit my/our accounts at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS).	
2. CREDIT CARD	
Card Type	<input type="text"/>
Card Number	<input type="text"/>
Expiry Date	<input type="text"/>
Name on Card	<input type="text"/>

D. COURSE INFORMATION	
To be completed by MTPD Staff	
Course Code	<input type="text"/>
Course Title	<input type="text"/>
Duration	<input type="text"/> Weeks
Commencement Date	<input type="text"/> / <input type="text"/> / <input type="text"/>

E. AUTHORISATION	
This authorisation is to remain in force in accordance with the Terms and Conditions on this page and attached which I/we have read and understood.	
Signature of cardholder(s) or account holder(s)	
1. <input type="text"/>	2. <input type="text"/>
Date:	<input type="text"/> / <input type="text"/> / <input type="text"/>

OFFICE USE ONLY			
Entered on EzyPay by	Date	Checked by	Date
Entered on JobReady by	Date	Comments	

EZYPAY PAYMENT PLANS

When enrolling into courses with Monash Training & Professional Development all fees are payable at enrolment.

If you would like additional support to help manage your fee payment, a fee payment plan is available to students enrolling into approved Certificates and Diplomas.

At MSA, payment plan is established with EzyPay Pty Ltd, an external Direct Debit provider.

To set up a payment plan you will need to complete a Direct Debit Request (DDR) form and once approved you will be charged regular instalments for a period as agreed upon in the DDR. If a failed payment occurs, a fee of \$8.90 will be charged.

For all courses, an upfront deposit is required and the remaining balance is payable in weekly instalments. Payments are deducted from your nominated bank account or credit card beginning one week after the deposit is received.

Where you elect to make direct debit payments:

- you acknowledge that Monash Student Association (Clayton) Inc. (MSA) utilises the services of a 3rd party Direct Debit Payment Provider for the collection of amounts MSA has deemed payable by you and that you must enter into a separate Payment Agreement with the Direct Debit Payment Provider used by MSA;
- you must complete and provide to MSA that Payment Agreement authorising the Direct Debit Payment Provider to debit amounts MSA has deemed payable by you for each direct debit period from your nominated bank account or credit card and pay those fees to MSA;
- you agree to be bound by the direct debit terms and conditions as described in the Payment Agreement with the Direct Debit Provider; and
- you acknowledge and agree that MSA may change Direct Debit Provider at any time and, where this occurs, to continue to pay the amounts MSA has deemed payable by you by direct debit, you must complete and provide to MSA a new Payment Agreement authorising the new Direct Debit Payment Provider to debit the amounts MSA has deemed payable by you for each direct debit period from your nominated bank account or credit card and pay those amounts to MSA.

MSA reserves the right to suspend students from their course(s) and commence debt recovery proceedings when two (2) failed payments occur or if two (2) payments are not made within two (2) weeks to bring the account up to balance, this may impact on your personal credit rating. Your Qualification Certificate and Statement of Attainment will not be issued until full payment has been received.

Amendments to direct debit details must be made seven (7) days prior to the next scheduled payment period to avoid incurring failed payment charges.

To check your eligibility or for more information please call Monash Training & Professional Development on (03) 9905 3180 or email msa-monashtraining@monash.edu during business hours.

EZYPAY DIRECT DEBIT SERVICE AGREEMENT

This is your Direct Debit Service Agreement with Monash Student Association (Clayton) Inc. (ABN 20 147 061 074). It explains what your obligations are when undertaking a Direct Debit arrangement with us. By completing the Monash Student Association Direct Debit Request Form (DDR), you authorise the Association and any third party direct debit payment service provider engaged by the Association to debit any amount it has deemed payable by you from your nominated bank or credit card account in accordance with the payment terms and conditions outlined in the application form.

Please keep this agreement for future reference. It forms part of the terms and conditions of your DDR and should be read in conjunction with your DDR authorisation.

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/We** means **Monash Student Association (Clayton) Inc.**, (the Debit User) you have authorised by requesting a DDR.
- **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.

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

2.1 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.

Amendments by You

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

Monash Student Association

ATT: Finance Department L1, 21 Chancellors Walk, Monash University VIC 3800

OR

by telephoning us on (03) 9905 5276 during business hours;

OR

arranging it through your own financial institution, which is required to act promptly on your instructions.

*Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us, Monash Student Association (Clayton) Inc., of your new account details.

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:

- 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.

Disputes

5.1 If you believe there has been an error in debiting your account, you should notify us directly on (03) 9905 5276

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.

Accounts

6.1 You should check:

- a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS 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.

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).

Notice

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

Monash Student Association ATT: Finance Department L1, 21 Chancellors Walk, Monash University VIC 3800

8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us.

8.3 If sent by mail, communications are taken to be received on the day they would be received in the ordinary course of post.

DIRECT DEBIT AUTHORITY

I/We authorize:

- Ezyppay to make periodic debits from my/our account on behalf of Monash Student Association (herein referred to as the Principal) stated on the front of this DDR.
- Ezyppay, where instructed by the Principal, to include an amount for its fees in the periodic debits from my/our account.
- Ezyppay to communicate with me/us by phone, email or mail to effectively manage my/our account and/or to notify me/us in the event of termination of the agreement between Ezyppay and the Principal.
- Ezyppay to vary these Terms and Conditions from time to time and I acknowledge that it will be sufficient for Ezyppay to notify me/us of such changes by posting them on Ezyppay's website: www.ezyppay.com.au.

I/We acknowledge that:

- Ezyppay is acting as a direct debit agent for the Principal only and does not provide any goods or services to me/us and has no express or implied liability in regard to the goods and services provided by the Principal. As such, Ezyppay has no liability to provide any tax invoices for any fees charged.
- The periodic debiting of my/our account will be in accordance with the payment arrangement outlined in Section B, with the Terms and Conditions outlined herein and any variations made to them from time to time, as well as the terms and conditions between Ezyppay and the Principal.
- Ezyppay shall not be under any obligation to provide a refund to me/us in any circumstances but will conduct itself in accordance with its Refund Policy.
- It is my/our responsibility to check Ezyppay's website for variations to these Terms and Conditions and I/we will not require Ezyppay to inform me of such changes by any other means of communication including but not limited to, written notice, phone or email.
- Any variations made to these Terms and Conditions will be effective 14 days after posting on Ezyppay's website.
- If any of these Terms and Conditions or any part of them is illegal or invalid, then only those terms and conditions or that part of them will be void and the remainder will remain in full force and effect.
- These Terms and Conditions constitute an agreement between me/us and Ezyppay separate from the agreement between me/us and the Principal and the agreement between the Principal and Ezyppay.
- Ezyppay may at its discretion allow me/us access to a dedicated consumer portal on its website and Ezyppay might advertise related and unrelated products on the portal.

- Ezyppay may terminate this Direct Debit Request and cease to provide its direct debit services to me/us at any time by written notice sent by mail or email.

Variations to My/Our Direct Debit Arrangement

I/We authorise:

- the Principal to vary the amount, frequency and date of payments from time to time and in accordance with my/our agreement with the Principal and provided that the Principal makes reasonable attempts to provide prior notice to me/us.
- Ezyppay to vary the payments upon instructions from the Principal provided that Ezyppay is not on notice that the Principal has not made reasonable attempts to provide prior notice to me/us or that the variation is otherwise not in accordance with my/our agreement with the Principal.

I/We acknowledge that:

- In the circumstances set out in the above paragraph I/we do not require Ezyppay to notify me/us of such variation prior to varying the debit amount.
- All other variations to my/our debit arrangement will need to be directed to the Principal. Ezyppay can only process variations to my/our direct debit arrangement upon the Principal's instructions and where those instructions are received, Ezyppay will not require a signed agreement or new DDR from me/us.
- Ezyppay will make reasonable attempts to minimize any variance to debit amounts affected by exchange rate fluctuations or factors in connection with the provision of the direct debit service that are within Ezyppay's control. However, Ezyppay will not be responsible for any variance or shortfall to debit amounts affected by exchange rate fluctuations as a result of external factors beyond the control of Ezyppay including but not limited to, the date on which a direct debit is processed by Ezyppay's Sponsoring Financial Institution, the timing a debit is requested and processed or where there is a delay in the processing of a direct debit due to any one of the factors (a) to (g) specified below.
- a delay may occur in the processing of a direct debit if:
 - (a) there is a public or bank holiday on the day or on the day after a payment is due to be made by direct entry;
 - (b) a payment is received either on a day which is not a banking business day or after the normal close of business on a business banking day;
 - (c) Ezyppay does not receive the DDR so that it has sufficient time to process the request prior to the first debit payment being due and payable;
 - (d) Ezyppay does not receive a request for variation so that it has sufficient time to process the request prior to the next debit payment being due and payable;
 - (e) information supplied on a DDR or any requested variation is incomplete, incorrect, illegible or for any other reason does not allow Ezyppay to process the information promptly;
 - (f) I/we do not meet my/our responsibility to have sufficient funds available in my/our account; and/or (g) failure or difficulties occur with technology.

My/Our Responsibility

I/We acknowledge that:

- It is my/our responsibility to inform Ezyppay or the Principal of any changes to my account or contact details (by phone, mail or email) to permit and facilitate the direct debit arrangement as per these agreed Terms and Conditions.
- It is my/our responsibility to have a suitable account for direct debits and to have sufficient funds available in my/our account failing which, in the absence of a genuine dispute between me/us and the Principal or between me/us and Ezyppay, I/we will incur a failed payment fee of the amount published on the Ezyppay website from time to time for each unsuccessful debit, in addition to any fees charged by my/our Financial Institution, and any collection fees incurred by Ezyppay including but not limited to any legal costs and/or the commission of a collection agent appointed by Ezyppay for the purpose of recovering the unsuccessful debit payment. Additionally, Ezyppay in conjunction with the Principal will implement re-debit measures as necessary to recover any outstanding amount/s.
- For the avoidance of doubt, Ezyppay will not be liable for any fees or charges described in the above paragraph.
- Ezyppay is not in a position to provide any information or explanation regarding unsuccessful debits and it is my/our responsibility to direct any such enquiries to my/our Financial Institution.
- Ezyppay requires 7 days written notice should I/we wish to cancel this direct debit arrangement. On receiving such notice, Ezyppay will have the authority to direct debit any payments due within the 7 days notice period and thereafter, cancel the direct debit arrangement as requested by me/us. The cancellation will be effective 7 days after the notice has been received.
- Any cancellations made directly with Ezyppay do not affect or terminate any contracts, agreements or payment obligations I/we have with the Principal. • I/we may be charged fees if the Principal authorises as such for account setup/maintenance.
- Any disputed debit item/amount should be directed to the Principal.
- In the event where my overdue account is referred to a collection agency and/or law firm, I will be liable

Monash Student Association (Clayton) Inc.

L1, 21 Chancellors Walk,
Monash University,
Clayton Victoria 3800

ABN 20 147 061 074

(03) 9905 3138
msa-finance@monash.edu
msa.monash.edu



for all costs which would be incurred as if the debt is collected in full, including legal demand costs.

Servicing My/Our Account

I/We authorize:

- Ezy pay to verify the details of my/our account with my/our Financial Institution.
- My/Our Financial Institution to release information allowing Ezy pay to verify my/our bank account details.
- Ezy pay to release such personal information about me/us as is necessary to instruct a debt collection agency to recover any outstanding payments from me/us. I/we acknowledge that:
- My/Our record and account details may be required by my Financial Institution in connection with a claim made on it relating to an alleged incorrect or wrongful debit.
- Ezy pay may inform me of products, services or special offers relating to the provision of its direct debit service and other related financial service products.
- Ezy pay may inform me of products, services or special offers for third party products whether related to Ezy pay's service or not.
- Ezy pay is not liable for any faults in the direct debit of my/our account caused by, but not limited to, events such as fraudulent activity, security hacking, and environmental disasters. Due to the technology systems used by Ezy pay to facilitate the direct debiting, Ezy pay is not able to and does not give an express or implied warranty that any direct debit service it provides will be continuous or fault free.

I/We acknowledge that the Ezy pay Pty Limited Privacy Policy and Refund Policy can be found at www.ezypay.com.au.

EZYPAY PTY LTD – Locked Bag 4003, Chatswood NSW 2057 Phone: 1300 300 553
Fax: (02) 9410 1000

Email: customerservice@ezypay.com.au