



DDR Service Agreement

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

DDR's

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time.

The basis on which the DDR will be processed is as follows:-

Amount owing on account at the start of each week after child care benefit and child care rebate are paid to the service.

Changing your DDR Authority

We will provide you with 14 days notice if we wish to change any of the details on which the basis of your DDR Authority is processed (For example – if we change the day of processing or the date on which the amount of your DDR is calculated).

Stopping or Cancelling your DDR

You may stop, cancel, alter or defer your DDR at any time, by contacting your Bank or by providing at least 5 Business Days written notification to:-

Andrew Dickinson
18 Pine Street, Runcorn, QLD 4113
Email: tinytigerehc@optusnet.com.au
Or telephone us on 07 3841 0633

Alternatively you may request a stop or cancellation by contacting your financial institution

DDR Dispute Resolution

If you wish to dispute any DDR transaction that we have processed you should contact us on the following contact points:-

Andrew Dickinson
18 Pine Street, Runcorn, QLD 4113
Email: tinytigerehc@optusnet.com.au

Or telephone us on (07) 38410633

Alternatively you may dispute a DDR transaction by contacting your Financial Institution

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you should contact the financial institution that holds your account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you. If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.

If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

Non Business Days

If your DDR falls due on a weekend or public holiday we will process it on the next working day.

Returned or Dishonoured DDR's

3.1 If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to charge your account a \$10.00 dishonour fee. If payment is not received by the Monday after date of issue of accounts and the parties have not made alternative arrangements, the family will lose their guaranteed position with Tiny Tiger Early Learning Centre Pty Ltd and Tiny Tiger Early Learning Centre Pty Ltd may terminate this agreement.

Clear Funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

Your Records

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

Your Account

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts. You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority. If you wish to make inquiries about your DDR You can contact us by writing to:-

Andrew Dickinson
18 Pine Street, Runcorn, QLD 4113
Email: tinytigerehc@optusnet.com.au

or telephone us on 07 3841 0633



Direct Debit Request Authority

The Manager _____

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Tiny Tiger Early Learning Centre Pty Ltd

Debit User Number: _____

18 Pine Street

Runcorn, QLD,4113

New Direct Debit Request
Change of DDR Details
Cancellation of DDR

I/We _____
(Surname or Company Name) (Given Names or ACN Number)

Authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instruction detailed in the Schedule below and or on the terms set out on the DDR Service Agreement.

I/We have read and understand the information contained in the DDR Service Agreement.

Signature of Customer: _____
(If joint account all signatures may be required)

THE SCHEDULE

Details of Account to be Debited: (NOTE: Direct Debiting is not available on the full range of accounts. Please refer to your Bank or Financial Institution)

Account Name Financial Institution

Address of Financial Institution

BSB Number Account Number

Details of Direct Debit Request:

Debit my account In accordance with our DDR Service Agreement
OR

:- As follows

Frequency Weekly Fortnightly Monthly Other (Details)

Fixed Amount. \$ (Optional)

Start Date (ddmmyyyy) 2 0 Finish Date 2 0 (Optional)