



Australian College of Nursing

ACN DIRECT DEBIT REQUEST SERVICE AGREEMENT 2018

This is your Direct Debit Request Service Request Agreement with Australian College of Nursing Limited (ABN 48 154 924 642). This information is to help you understand the responsibilities (both yours and ours) and other terms and conditions that apply to your direct debit request.

Agreement acceptance

By accepting this Direct Debit Request Service Agreement, you request that your ACN membership fees be debited at your specified payment frequency from your nominated account via the Bulk Electronic Clearing System (BECS) at your bank, building society or credit unit.

The BECS is the standard system used for most online and direct debit transitions, particularly those made between businesses and their customers or employees. For your reference, ACN's user identification number for this system is: **435376**.

ACN's commitment to you

ACN will give you at least 14 days' notice in writing if there are changes to the details of your debit. Any information about your account will remain confidential, except where required to complete direct debits with your financial institution.

When the due date is not a business day, ACN will debit your account on the first working day after the due date.

Your commitment to us

It is your responsibility to:

- Ensure your nominated account can accept direct debits.
- Ensure that there are sufficient funds available in your account to make the payment on the due date. If there are insufficient funds to make the payment, you may incur fees and charges at the discretion of your financial institution.
- Tell us if your account details change or if the account is transferred or closed.
- Arrange a different payment method if ACN cancels the debit arrangements.
- Tell us your new credit card expiry date.

Your rights

You can change the debit arrangements in line with these terms and conditions. Also, you may stop, cancel or dispute a drawing with your financial institution. You must tell us at least seven (7) working days before the next due date for any of the following:

- Stopping a payment
- Deferring a payment
- Suspending any future payments
- Altering the direct debit nominated account details
- Cancelling the debit arrangement

Enquiries and disputes

If you have any enquiries about your direct debit or if you believe a debit has been made incorrectly, please can contact your financial institution direct and/or contact the ACN membership team on **1800 061 660** or write to us at:

Australian College of Nursing
Reply Paid 219
DEAKIN WEST ACT 2600

Other information

- ACN reserves the right to determine how you give instructions to stop or alter your direct debit details (e.g. written, verbal or electronic).
- ACN reserves the right to cancel direct debit arrangements if your financial institution dishonours debits and to arrange a different payment method with you.
- The debits of your direct debit arrangement are contained in your Direct Debit Request. ACN will rely on those details to process our payments until you tell us otherwise.
- Not all accounts held with a financial institution are available to be drawn on under the Bulk Electronic Clearing System, ask your financial institution if you are unsure whether your account can accept direct debits.
- Before you complete your Direct Debit Request, it is best to check account details against a recent statement from your financial institution to ensure the details on your Direct Debit Request is completed correctly. Ask your financial institution if you are unsure about your account details.
- Please enquire of your financial institution if you are uncertain when your financial institution processes an amount we draw under your Direct Debit Request on a day which is not a business day.