

# Direct Debit Request



ChildCareEasyPay.com.au

Please complete the form in blue or black pen and return it to your child care centre.

## Child care centre details

Centre name

Centre ID

## Your details

Surname

Given name

Address

Suburb

State

Postcode

Email

Date of birth

dd

mm

yyyy

Mobile

Other daytime number

Child name(s)

## Payment details

☐ Pay by credit or debit card

VISA



Card number

Cardholder name

Card expiry

mm

yy

☐ Pay by bank, building society or credit union account

BSB

Account number

Account name

## Signature(s)

**DECLARATION:** I/We wish to register with ChildCare EasyPay (CEP) and authorise my/our Child Care Service Provider (CSP) and/or CEP to process payments from my/our nominated account in accordance with my/our agreement with the CSP, this Direct Debit Request (DDR) and the Direct Debit Request Service Agreement (DDSA). I/We have read and agree to be bound by the terms of this DDR and the DDSA and understand that:

- transaction fees may apply and, if applicable, will currently be charged at the following rates: bank account 0.88%; Visa and MasterCard- Standard 1.54%, Premium & Commercial 1.75%, International 3%; American Express 2.42%.
- other fees may apply, including for failed payments, and
- this arrangement will remain in place until such time as it is cancelled by me/us, my/our CSP, or CEP.

**DIRECT DEBIT REQUEST:** I/We request Zenith Payments Pty Ltd ABN 71 083 359 684 (trading as ChildCare EasyPay) User ID 429018, until further notice in writing, to arrange for payments provided for in this DDR to be debited from my/our account specified above. I/We understand that this direct debit arrangement is governed by the terms of the DDSA provided by CEP.

Please note: Payments will appear on your account as 'CHILDCARE PAYMENT CEP AUSTRALIA AU'.

Signature 1

Signature 2

(if joint account)

Date

dd

mm

yy

## Centre use only

On receipt of Direct Debit Request, set up payee by logging into [www.childcareeasypay.com.au](http://www.childcareeasypay.com.au)  
For assistance, email [centresupport@childcareeasypay.com.au](mailto:centresupport@childcareeasypay.com.au)

Family ID

Set up date

dd

mm

yy

Staff member name

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

This Service Agreement and your Direct Debit Request establishes the terms and conditions of your Direct Debit Agreement with ChildCare EasyPay. References to 'we', 'us' and 'our' refer to ChildCare EasyPay, which is part of Zenith Payments Pty Ltd ABN 71 083 359 684.

If you apply for direct debit with payments from a cheque or savings account, you authorise us to debit the payment amount on or around the due date shown on your child care fees statement, or as directed by your child care centre.

If you apply for direct debit with payments from a debit or credit card account, you authorise us to charge your payment amount to the nominated debit or credit card on or around the due date on your child care fees statement, or as directed by your child care centre.

### Your responsibilities

It is your responsibility to ensure that your financial institution can support direct debit on your nominated account as direct debiting may not be available on all accounts. You should also ensure the account details provided on your Direct Debit Request are correct by checking them against a recent account statement. If you are uncertain about the accuracy of these details, or how to complete the Direct Debit Request, you should check with your financial institution.

You must ensure that you have sufficient clear funds in your account to honour the payments when they are due and/or processed. If there are insufficient funds, a failed payment fee may apply and you must arrange for the payment to be made by another method or arrange for sufficient funds to be in your account by an agreed time so we can process the payment. The amount of the failed payment fee can be obtained from our website or by calling us. Your financial institution may also charge a fee and/or interest for a failed payment.

Should your debit or credit card details, including card number, type or expiry date, or your bank account details change, please let your child care centre, or us, know at least 5 business days prior to your next payment due date. Failure to do so may result in a failed payment and application of the failed payment fee and other fees.

### Your rights

You may alter or cancel this direct debit arrangement, or stop or defer a specific direct debit payment by providing your child care centre, or us, written notice at least 5 business days prior to your next payment due date.

You may also contact your financial institution, which is obliged to act on your instructions.

### Our rights

We may cancel this direct debit arrangement at any time and for any reason. This may occur, for example, in the instance of failed or rejected payments, or if we have a reasonable suspicion that fraudulent information has been provided in relation to your direct debit arrangement. We will notify you in writing if this occurs.

We may change any of the terms of this agreement by giving you at least 14 days written notice.

### Disputes

You should check your account statement to verify amounts debited from your account are correct. If you believe an error has been made debiting your account, please call us and then confirm your notice in writing. Alternatively, you may contact your financial institution.

If we find that your account has been incorrectly debited, we will arrange for your financial institution to adjust your account (including any interest and charges).

If we find that your account has not been incorrectly debited, we will provide you with reasons and any evidence for our finding.

### Confidentiality

We will keep any information (including your account details) in your Direct Debit Request confidential. We will also make reasonable efforts to keep your information secure and to ensure any of our employees or agents who have access to your information do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you to the extent specifically required by law, or for the purposes of this Direct Debit Agreement (including disclosing information in connection with any query or claim).

Our Privacy Policy is available on our website.

## Our contact details

### ChildCare EasyPay

Postal address: PO Box 777, Balmain NSW 2041

Email: [info@childcareeasypay.com.au](mailto:info@childcareeasypay.com.au)

Phone: 1300 108 542

Website: [www.childcareeasypay.com.au](http://www.childcareeasypay.com.au)

Simply complete this  
form to start paying  
the easy way.



[ChildCareEasyPay.com.au](http://ChildCareEasyPay.com.au)