

Fill out and sign this form then email to:  
[TAfees@nesa.nsw.edu.au](mailto:TAfees@nesa.nsw.edu.au)

**Direct Debit** (Please complete the direct debit request and see below for direct debit conditions)

## Direct Debit Request

NESA number:

\_\_\_\_\_

Name: \_\_\_\_\_

I/We request the NSW Education Standards Authority to debit the sum of \$\_\_\_\_\_ being payment for the accreditation fee(s) from my/our nominated account at the financial institution shown opposite.

## Please fill in your bank details

Name(s) on account \_\_\_\_\_  
\_\_\_\_\_

Name and Branch \_\_\_\_\_  
of Financial Institution \_\_\_\_\_

BSB No. \_\_\_\_\_  
(6 digits required)

Account Number \_\_\_\_\_

Signature(s) \_\_\_\_\_  
\_\_\_\_\_

If debiting from a joint bank account, both signatures are required

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

### Our commitment to you

This document outlines our service commitment to you, in respect of the **Direct Debit Request (DDR)** arrangements made between the NSW Institute of Teachers and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

#### Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to annually debit your nominated account for the agreed amount for your annual teacher accreditation fee.

### Your rights

#### Changes to the arrangement

If you wish to make changes to your accreditation fee arrangements, you may contact us by phone 1300 739 338, by e-mail [TAfees@nesa.nsw.edu.au](mailto:TAfees@nesa.nsw.edu.au) or in writing to PO Box 5300, SYDNEY.NSW 2000. These changes may include:

- stopping a specific DDR; or
- suspending the DDR; or
- cancelling the DDR completely or
- changes to your existing banking arrangements.

#### Enquiries

Enquiries should be made direct to the NSW Education Standards Authority, rather than to your financial institution. Please quote your NESA Number in all correspondence. All personal customer

information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

#### Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us by phone 1300 739 338, by e-mail [TAfees@nesa.nsw.edu.au](mailto:TAfees@nesa.nsw.edu.au) or in writing PO Box 5300, SYDNEY NSW 2000.
- If you do not receive a satisfactory response from us to your dispute, you should contact your financial institution.
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: *Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

### Your commitment to us

It is your responsibility to ensure that your nominated account can accept direct debits (your financial institution can confirm this), that on the drawing date there is sufficient cleared funds in the nominated account; and that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution we will write to you asking that you ensure sufficient cleared funds are available.

You may be levied on additional charge to recover any dishonour fees incurred by the NSW Education Standards Authority.