



CentrePAY Service Agreement

Kurri Kurri Community Services Ltd
 251 Lang Street
 KURRI KURRI NSW 2327
 Tel: 4937 4555
 Email:directdebit@kkcc.com.au

CentrePAY Agreement for the operation of Direct Debit facilities via CentrePAY Kurri Kurri Community Services Ltd ('KKCS')

<p>What is CentrePAY and how does the CentrePAY Direct Debit payment facility work?</p>	<p>CentrePAY is a way for people who are receiving welfare payments or pensions to help manage and pay their bills and other costs.</p> <p>Centrelink uses a secure, electronic transfer to deduct amounts from a person's welfare payment to automatically transfer the funds directly to KKCS this process is called CentrePAY.</p> <p>In order to establish a CentrePAY Direct Debit arrangement with KKCS you need to complete and sign our CentrePAY Direct Debit Request (DDR).</p> <p>This Service Agreement outlines the terms and conditions and our mutual rights and responsibilities under the Direct Debit agreement between you and KKCS.</p>
<p>What does KKCS deduct money for?</p>	<p>Under the terms of your arrangements with KKCS we will provide you with services and supports over time. These will be invoiced to you in the normal course of business and clearly marked as payable under the terms of our Direct Debit Agreement.</p> <p>Our usual terms of business require payment within 14 days of invoice however we have agreed to fixed, regular instalment payments for the services KKCS provides to you.</p> <p>Under this Direct Debit agreement these amounts will be deducted from your Centrelink account automatically as per our agreed schedule for repayment.</p>
<p>How much does KKCS deduct from my Centrelink welfare / pension payments?</p>	<p>KKCS will deduct regular payment instalments as agreed to pay your account.</p> <p>Once this direct debit arrangement has been established Centrelink will send you an advice confirming the payment deductions amounts. Please note there is a minimum \$10.00 amount for each regular deduction.</p> <p>If a deduction is not required for a short period of time you can contact KKCS and we can organise to suspend the payments which can help avoid an overpayment of your account.</p>
<p>When will the money be deducted from my Centrelink welfare / pension payments?</p>	<p>We will process a CentrePAY Direct Debit against your Centrelink account based on your next Centrelink welfare payment cycle.</p>
<p>What if I do not agree with the amount to be deducted from my account?</p>	<p>Should you wish to make any changes to this agreement please provide us with at least 5 business day's written notice to provide us with sufficient time to process these changes.</p> <p>You can Increase, vary, suspend or cancel the deductions by this process.</p>

	<p>The quickest way to do this is via email to directdebit@kkcc.com.au including details of your change request. Alternatively you can write to us at PO Box 473, Kurri Kurri. NSW 2327 or fax 4937 2974.</p>
<p>What if I decide that I no longer want to make my payments by Centrepay Direct Debit?</p>	<p>You can submit a request to cancel your Centrepay Direct Debit arrangement with KKCS in writing. Please provide at least 5 working days prior to the due date for your next Direct Debit to ensure we have sufficient time to adjust our systems accordingly. Please also provide details of your alternative instalment payment arrangements for approval.</p>
<p>What are KKCS' obligations under the Centrepay Direct Debit agreement?</p>	<p>It is our obligation to:</p> <ul style="list-style-type: none"> • Give you at least 14 days' notice of any changes to the Centrepay Direct Debit agreement including changes to any predetermined monthly payment amounts. • Keep information relating to your Centrelink account confidential except for the purpose of the operation of the Centrepay Direct Debit facility.
<p>What are my obligations to KKCS under a Direct Debit agreement?</p>	<p>It is your obligation to:</p> <ul style="list-style-type: none"> • Arrange an alternative method of payment for amounts due to KKCS should a Centrepay Direct Debit payment be declined for any reason • Ensure that all account holders on the nominated account sign the DDR
<p>Where do I get further information?</p>	<p>Should have any further concerns or questions in relation to the operation of a Centrepay Direct Debit agreement we encourage you to contact Centerlink or our Finance team on 4937 4555.</p>