



ASG Funding Solutions

Flexible payment plans to help manage school fees

asg.com.au/funding-solutions

Supporting
Children's
Education | **ASG** 

About ASG

ASG was established in 1974 by a group of parents, passionate about giving their children the best start in life through education.

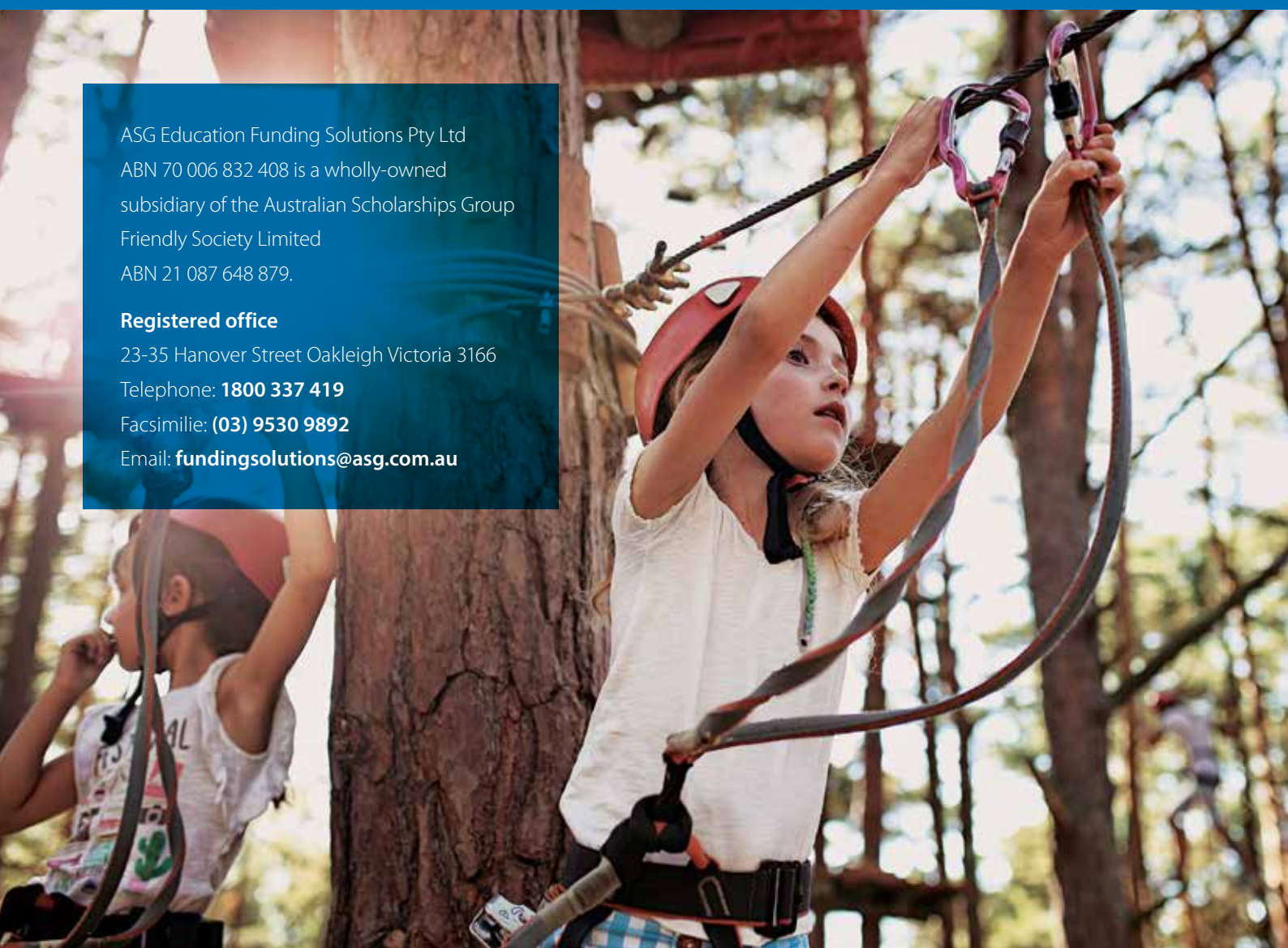
ASG is the largest provider of education savings plans in Australia. For more than 40 years, our sole focus has been help families plan, save and pay for education.

ASG's education savings funds offer a simple and effective approach to plan ahead for the cost of education—whether it is private schooling or post secondary education. Our funds offer a versatile and disciplined approach—giving members peace of mind that the future has been proactively planned for.

We provide a range of products and resources to support children's education—from early learning through to post-secondary studies.

Our fee payment service, ASG Funding Solutions, helps parents manage the immediate short-term costs in manageable instalments throughout the school year.

To learn more visit asg.com.au



ASG Education Funding Solutions Pty Ltd
ABN 70 006 832 408 is a wholly-owned
subsidiary of the Australian Scholarships Group
Friendly Society Limited
ABN 21 087 648 879.

Registered office

23-35 Hanover Street Oakleigh Victoria 3166

Telephone: **1800 337 419**

Facsimilie: **(03) 9530 9892**

Email: **fundingsolutions@asg.com.au**



Trust the specialists when it comes to managing the cost of education

At ASG, we know that managing the cost of your child's education isn't always easy.

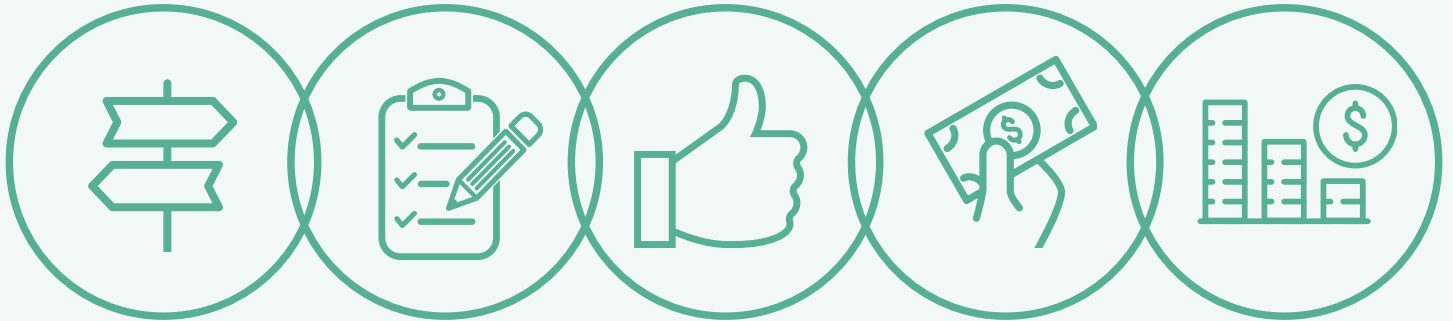
ASG Funding Solutions is an independent fee payment service provider. We help manage your cashflow by breaking down fees and other charges into manageable instalments. You can repay these fees—in easy instalments—through the school year.

Flexible payment solutions for school fees and other education costs

- ✓ Choose from weekly, fortnightly or monthly instalments.
- ✓ Covers fees and all types of education related expenses as billed by your school, including:
 - fees
 - boarding charges
 - uniforms
 - technology fees, including laptops and tablets
 - camps
 - extra-curricular activities, such as music tuition
- ✓ Instalments can be made by direct debit from your transaction account or by Visa, MasterCard and American Express*.
- ✓ You can split payment of instalments between accounts or payees.

*There is a surcharge to cover the cost of card transactions which are documented on the application form.

How it works



Design your preferred fee payment plan

Choose which fee payment plan works best for you. You can choose from just fees, or a combination of fees and other charges payable.

Apply

Apply for your fee payment plan with ASG Funding Solutions using the membership application form included in this brochure and select your preferred instalment frequency.

Acceptance

We will calculate your instalments payable to ASG Funding Solutions—based on your repayment frequency and confirm your application.

We pay your fees

ASG Funding Solutions will pay your school your fees in full and on time. Any other costs, which are not covered in your application, must be made directly by you to your school.

You pay us in easy instalments

Have peace of mind knowing education expenses are now in manageable instalments spread throughout the school year.

How are instalments calculated?

Our instalment plan has a low service fee of 3.95 per cent of total fees and education expenses to be funded.

An example of instalments:

		Weekly	Fortnightly	Monthly
Fees and other charges:	\$20,000			
Service fee (3.95%):	\$790			
Total:	\$20,790			
	Instalment amount	\$ 399.81	\$ 831.60	\$1732.50

The equivalent of two monthly instalments must be paid to ASG Funding Solutions before we pay the full education expenses to your school.

TIP

Use our instalment calculator available at asg.com.au/funding-solutions to calculate your total fees to be funded, preferred instalment frequency and payment method.



Getting started is simple

1. Complete your application

Don't forget to:

- provide us with a copy of your current driver's licence and latest utility bill
- complete the direct debit request form on the application form

Please ensure you have read the terms and conditions before submitting your application.

2. Submit your application

By email:

Scan your application and supporting documents to **fundingsolutions@asg.com.au**

By mail:

Post your application and supporting documents to:

ASG Funding Solutions
Reply Paid 62131
Oakleigh VIC 3166

3. Receive confirmation

When your application is approved, we will send you a letter of confirmation detailing your instalment frequency and amount.

Frequently Asked Questions

Q: Are there any fees that ASG Funding Solutions will not cover?

A: ASG Funding Solutions will not cover arrears that a family may have accumulated at the school.

Q: How do I make my instalment?

A: Your weekly/fortnightly/monthly instalments are automatically deducted from your nominated bank or credit card account by direct debit. You can complete the direct debit request (DDR) form—located on the reverse side of the application form—during your application process. The instalments will be direct debited on a specific date mentioned in the confirmation letter you receive from ASG Funding Solutions. The monthly instalments are deducted on the first working day of each month with the exception of January, which will be deducted on the 15th of the month. Your rights and obligations as a user of the direct debit system are contained in our Customer DDR Service Agreement detailed on page 10.

Q: Do I need to contact my school?

A: No. Once your application has been approved, we will liaise with the school to confirm the fees and other education costs to be paid and the due dates.

Q: Will I still receive an account from the school?

A: ASG Funding Solutions members may continue to receive itemised accounts from their school. This provides information on the status of the account and confirms that ASG Funding Solutions is paying your education costs. This will also indicate amounts for sundry items that are due but covered by ASG Funding Solutions. Note: non-compulsory fixed costs (eg building fund donations) that you have not specifically requested ASG Funding Solutions to cover in your application form, will still be paid to the school by you.

Q: When will ASG Funding Solutions pay my fees?

A: We require two monthly instalments or an equivalent of two monthly instalments if fortnightly or weekly option is chosen before any payments can be made to the school on your behalf. Once we have received your upfront instalments, the fees and any other education costs (as requested by you) will be paid directly to your school or service provider by the due date specified by the school.

Q: How long is my ASG Funding Solutions membership valid?

A: Your membership is valid for one school year. If you join half way through the year, your membership is valid for the remainder of the school year for which the school fees and any other education costs are being paid. For your convenience we send out renewal forms inviting you to re-apply for the following year.

Q: Can I cancel my membership during the year?

A: You can cancel your membership anytime. However, you need to send us a request in writing. There are no additional charges for early cancellation.

Membership year

2	0		
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Return completed application to our freepost address: ASG Funding Solutions Reply paid 62131 OAKLEIGH VIC 3166

ASG Funding Solutions details

- New application
- Attach copy of drivers licence with current address
- Attach copy of utility bill with current address

- Renewal
- Member code

Section 1: your personal details

Applicant 1

Title: Mr Mrs Miss Ms Dr

Given name Family name Date of birth / /

Occupation/industry Employer (Business name)

ACN or ABN (if self-employed) Employer's contact no.

Residential address (required) Suburb State Postcode

Home number Mobile number Email address

Postal address (if same as residential write 'as above') Suburb State Postcode

Applicant 2

Title: Mr Mrs Miss Ms Dr

Given name Family name Date of birth / /

Occupation/industry Employer (Business name)

ACN or ABN (if self-employed) Employer's contact no.

Residential address (required) Suburb State Postcode

Home number Mobile number Email address

Postal address (if same as residential write 'as above') Suburb State Postcode

Section 2: ASG Funding Solutions direct debit request

Customer authority

Name of customer/s

I/We authorise and request

You ASG Education Funding Solutions Pty Ltd Debit user ID 014746 through the Bulk Electronic Clearing

System (BECS) to debit the nominated account described in this direct debit request, on a weekly, fortnightly or monthly basis, with the amounts set out in the membership confirmation letter.

Payment frequency

Weekly

Fortnightly

Monthly

Option 1 Details of the account to be debited

Name of financial institution and branch where account is held

Name of account holder/s

BSB number _____ Account number _____

Signature 1 _____ Date / /
X

*Signature 2 _____ Date / /

*If debiting from a joint bank account both signatures are required. Proof of ID (e.g. copy of driver's licence or passport) to be provided if payee other than applicant.

OR

Option 2 Authority to direct debit credit card*

Credit card number _____ Expiry date / / Visa MasterCard Amex

Card holder name _____ Signature of card holder **X** _____ Date / /

*If debiting from a credit card we will charge you 0.66% (Visa/MasterCard) or 1.5% (American Express) per transaction amount to cover the costs of offering this service.

Section 3: details of your child/ren

Given name	Family name	Name of school	Year level	Boarding Y/N	Building fund Y/N	S/ship(%) / Bursary(\$)	Other education costs
		Suburb					
		Suburb					
		Suburb					

(Please attach supporting documentation from the school or service provider, eg. invoice)

Section 4: checklist and declarations

- Checklist**
- Have you completed section 1: your personal details?
 - Have you attached a copy of your driver's licence and utility bill for each applicant?
 - Have you signed both the declaration and DDR agreement below?

This application cannot be processed unless names and signatures of parent/s or guardian/s are provided

Statement and declarations

By signing this form I/We declare we have read and fully understood the ASG Funding Solutions terms and conditions of membership, the Customer DDR service agreement and the Privacy statement.

Print name: Signature 1: Date: / /

Print name: Signature 2: Date: / /

OFFICE USE ONLY

Acceptance by ASG Education Funding Solutions Pty Ltd
 ASG Education Funding Solutions Pty Ltd accepts your application subject to the terms and conditions in the membership guide, and will pay the annual fees as stated in our letter of confirmation when they fall due, in return for you agreeing to pay the weekly/monthly/fortnightly instalments.

..... / /

For ASG Education Funding Solutions Pty Ltd Date Member code

Terms and Conditions

1. This agreement only applies to school fees and education costs payable by you in respect of the year stated on the application form. A new application must be made for each school year. ASG Education Funding Solutions Pty Ltd (ASG Funding Solutions) reserves the right to change these terms and conditions from year to year.
2. If your application for membership is accepted, subject to these terms and conditions, ASG Funding Solutions will assume and discharge your obligation to pay school fees to your nominated school(s), up to the amount specified in our letter of confirmation. This letter will be sent to you when the school fees and other education costs for the year have been verified with the school and service providers.
3. Members are required to pay two monthly instalments or an equivalent of two monthly instalments if the weekly or fortnightly payment option is chosen; before ASG Funding Solutions becomes obliged to discharge any part of their liability to a nominated school or other service provider.
4. ASG Funding Solutions does not provide credit and is not liable to pay any amounts outstanding on a member's school account other than the fees or costs for which it has accepted responsibility. Subject to conditions 5 and 7, ASG Funding Solutions undertakes to fully and completely indemnify you against any claim on you for those fees.
5. Monthly calculated instalments are deducted on the first working day of each month with the exception of January, which will be deducted on the 15th of the month. Weekly and fortnightly instalments will be drawn on a weekly/fortnightly basis according to the nominated date proposed in your confirmation letter. If a member fails to make a weekly/fortnightly/monthly instalment, ASG Funding Solutions will be relieved of its obligation to pay the school fees and any other education costs for the member, until all outstanding instalments are brought up to date. It also reserves the right to recover any outstanding instalments, which a member has failed to make.
6. Members are obliged to make the agreed instalments for the full year unless a written request for cancellation has been lodged with and accepted by ASG Funding Solutions during the year. Cancellation requests will only be accepted and effective where the value of the member's instalments paid to ASG Funding Solutions are equal to or greater than the amount of the school fees and costs paid as at the date of the cancellation request. Any shortfall between the amount of the member's instalments paid and the amount of school fees and costs paid as at that date, plus applicable service fees, must be reimbursed to ASG Funding Solutions before the request for cancellation will be accepted and effective. ASG Funding Solutions will promptly refund any excess instalments paid to the member following cancellation.
7. Where ASG Funding Solutions has accepted a request for cancellation, it shall have no further obligation to pay any further school fees and education costs outstanding on a member's school account.
8. ASG Funding Solutions takes no responsibility for errors made by a member's financial institution, in processing their weekly/fortnightly/monthly instalments.
9. ASG Funding Solutions in its absolute discretion reserves the right to reject an application for membership or cancel a membership at any time, without prior warning or explanation.
10. Any request by a member for a change in their fees or education costs to be funded must be made in writing to ASG Funding Solutions.
11. If a member's residential address or telephone number changes, the member is obliged to inform ASG Funding Solutions in writing or by contacting ASG Funding Solutions by phone, after the member's identity has been verified to the satisfaction of ASG Funding Solutions.
12. An application for membership can only be considered where at least one of the applicants is gainfully employed in a full-time occupation or is carrying on a business on a full-time basis. If an applicant becomes subsequently unemployed or unable to run their business, the member is obliged to inform ASG Funding Solutions within 14 days.
13. Membership is only available to Australian residents whose child, or children under their care, study at an Australian school. Non-residents whose children are studying in Australia are ineligible for membership.
14. Membership of ASG Funding Solutions does not entitle the member to any interest or otherwise in ASG Education Funding Solutions Pty Ltd, its parent company Australian Scholarships Group Friendly Society Limited or its associated entities and, for clarity, does not mean that the member is a member of any of those entities as defined in the constituent documents of those entities or under the *Corporations Act 2001* (Commonwealth).

Privacy statement

Collecting personal information

The information requested on the application form and the direct debit request form contained in the brochure, constitutes the majority of the personal information that ASG Funding Solutions will collect from you during the application process. However, it may also be necessary to contact your school for the purpose of assessing your application and as the need may arise during the term of the contract. This information may be retained by ASG Funding Solutions even if the application is refused. If all questions on the application form are not fully answered, ASG Funding Solutions may not be able to assess your application properly.

The purpose of collection

The information you provide will be used to confirm your identity, as required by law, to assess your application for membership and to help ASG Funding Solutions provide benefits to you if your application is accepted.

The information is also:

- used to assess what you may need from ASG's range of benefits and services, and to provide you with information about them
- collated to create statistical information, but only for internal use.

Disclosing information to other organisations

The information ASG Funding Solutions collects from you may be disclosed:

- in the normal course of business
- to a debt collection agency
- to authorised agents, associated organisations or any other organisation with whom ASG Funding Solutions has or forms a joint venture agreement.

ASG Funding Solutions undertakes to you:

- that it will not sell, rent or trade any of your personal information to any person
- that it will not disclose information about you to anyone else unless the disclosure:
 - is required by law
 - is authorised by law, or
 - you have consented to the disclosure.

Accessing your personal information

You can ask ASG Funding Solutions:

- to confirm whether or not it holds any of your personal information
- to provide you with access to all readily retrievable personal information that it holds about you.

If ASG Funding Solutions is able to, it will give you that access. If ASG Funding Solutions refuses your request for access it will give you the reason for that refusal.

Correcting personal information

If ASG Funding Solutions has any personal information about you, which is incorrect or out of date, you can ask ASG Funding Solutions to correct that information free of charge.

Changes to privacy statement

This privacy statement is not a static document and therefore ASG Funding Solutions may make changes to it at any time for any reason. ASG Funding Solutions will publish these changes on our website.

Further information

If you would like further information about the contents of this privacy statement or if you think ASG Funding Solutions has breached any promise made in this statement, please contact our office.

Customer DDR service agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the direct debit request (DDR) arrangements made between ASG Education Funding Solutions Pty Ltd Debit User ID 014746 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 periodically debit your nominated account for the agreed amount, for the required weekly/fortnightly/monthly instalment.

Drawing arrangements

- The first drawing under this direct debit arrangement will occur on the date stated in the membership confirmation letter.
- If any drawing falls due on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date. If you are unsure when the debit will be processed on your account, you may also contact your financial institution.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount, next drawing date and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact our ASG Funding Solutions customer service team on 1800 337 419.

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact the ASG Funding Solutions customer service team on the phone number stated above.

These changes may include:

- deferring the debit arrangement
- altering the scheduled amount
- stopping an individual debit
- suspending the DDR
- cancelling the DDR.

Enquiries

Direct all enquiries to us, rather than to your financial institution.

These should be made at least three working days prior to the next scheduled drawing date. All communication addressed to us should include your member code. You may contact your financial institution for stops or cancellations.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the ASG Funding Solutions customer service team on the number above during business hours.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - (i) within seven business days (for claims lodged within 12 months of the disputed drawing), or
 - (ii) within 30 business days (for claims lodged more than 12 months after the disputed drawing)

- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Allow for 14 days for the amendments to take effect or to respond to a dispute.

If our investigations show that your account has been incorrectly debited, we will arrange for the financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted. If, following our investigations, we believe on reasonable grounds that your account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.

If we cannot resolve the matter, you can still refer it to your financial institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

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), as direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all accounts
- on the drawing date there is sufficient cleared funds in the nominated account
- you have checked your account details provided in the DDR against a recent statement issued by your financial institution
- you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, a letter will be sent requesting payment to be made within seven days, together with a \$20 administration fee.

Privacy

The information on your account details you provide will be used to enable us to debit your account. It will also be used in connection to claims relating to incorrect debits. The information will be used for internal purposes only. For further information on our privacy policy please see our full privacy statement in the membership guide or alternatively contact us on 1800 337 419.



Discover the easier way to pay school fees with ASG Funding Solutions

For more information on how we can make education costs more manageable for you, contact us today.



1800 337 419



asg.com.au/funding-solutions