

Make paying education costs manageable with ASG Funding Solutions

Membership guide



How to apply for membership

1

Complete your application

Once you've read the terms and conditions, complete the application form included with this guide.

Don't forget to:

- attach a copy of your current driver's licence and current utility bill
- complete the direct debit request form on the reverse side of the application form.

2

Submit your application

You can mail or email your application.

By email:

scan your application and supporting documents and email to fundingsolutions@asg.com.au

By mail:

Post your application and supporting documents to our free post address
ASG Funding Solutions
Reply Paid 62131
Oakleigh VIC 3166

3

Receive confirmation

If your application is approved, we will send you a letter of confirmation in the mail.

Flexible payment options to help manage education costs

ASG Funding Solutions allows you to pay for education costs in manageable instalments over the school year. You can choose to manage payments in weekly, fortnightly or monthly instalments to help relieve some of the financial pressure on your household budget.



Flexibility

ASG Funding Solutions can cover any education related expenses, including fees, boarding, camps, building funds, extra-curricular activities, books, uniforms, and computer equipment such as tablets and laptops*.



Peace of mind

We pay your expenses directly to the school or other provider by the due date, so you never have to worry about missing a payment.



Portability

ASG Funding Solutions can be used at most Australian schools where the annual fees are more than \$1000 per family. If your child changes school, we can adjust your instalments to reflect the new school's fees.



Entitlement to school discounts

By paying your child's school fees with ASG Funding Solutions, the school receives payment on time, every time, entitling you to receive any term or semester prompt payment discount that the school may offer.



Co-contribution of instalments

With ASG Funding Solutions, the instalments can be split between two members, enabling separate family members to co-contribute to a child's education expenses.

*Various service fees apply.

How it works



Once your application is approved, we liaise with your child's school or other service provider to get the information we need to pay the required costs.



We calculate your weekly, fortnightly or monthly instalments based on the amount to be funded and applicable service fee/s. This amount will be specified in the letter of confirmation.



Weekly or fortnightly instalments will be direct debited on the date specified in the confirmation letter we send you. Monthly instalments will be deducted from your nominated account on the first working day of each month. You can also choose to pay by MasterCard, Visa or American Express, giving you the opportunity to earn reward points*.



We pay your child's school fees or other expenses to the school or other service provider when they are due. Any payment for costs that you have not asked ASG Funding Solutions to cover, must be made directly by you to the school.

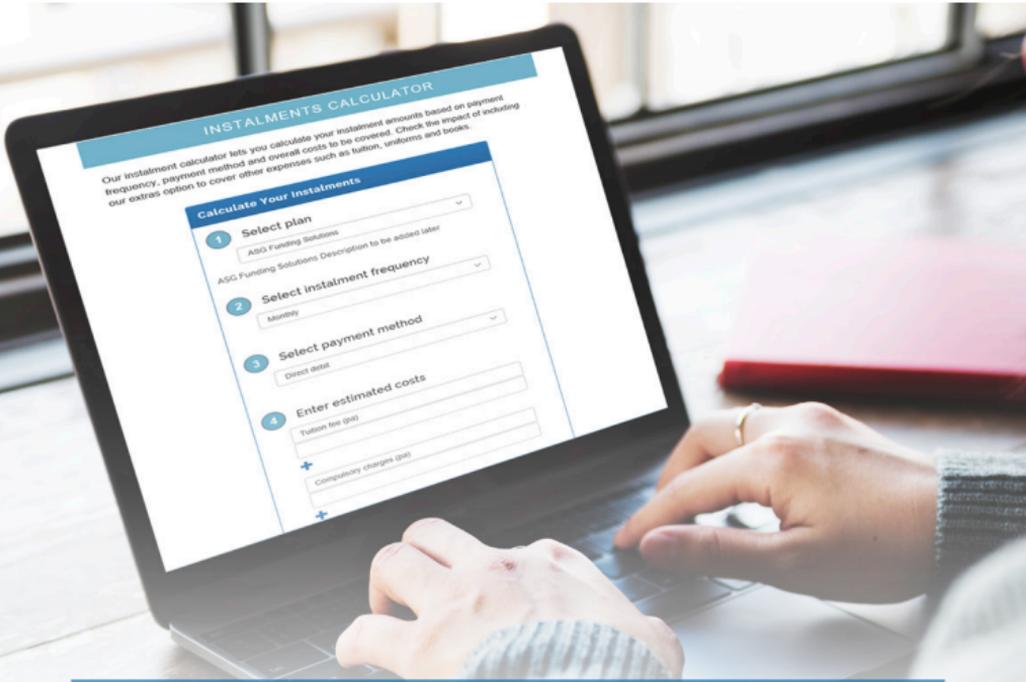
There are no penalties for early terminations and there is no GST payable of the service provided by ASG Funding Solutions.

*1.5 per cent surcharge applies.

How much does it cost?

Our core solution allows you to spread education expenses, as invoiced by the school, for a low service fee of 3.95 per cent.

Service fee	3.95 per cent Additional 1.5 per cent surcharge for credit card payments
Value covered	\$1000 to any amount
Expenses covered	Any education expenses, as invoiced by the school. This may include: <ul style="list-style-type: none">✓ school fees✓ boarding✓ camps✓ building funds✓ extra-curricular activities, such as music tuition and sport
Instalment frequency	Weekly, fortnightly or monthly over a 12 month period. The equivalent of two monthly instalments must be paid to ASG Funding Solutions before we pay the cost in full to your nominated school.



Calculate your instalments

Use our online calculator at asg.com.au/funding-solutions to calculate your education costs to be funded and the weekly, fortnightly or monthly instalments you'll need to make.

Frequently Asked Questions

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

A: ASG Funding Solutions cannot be used to cover arrears that a family may have accumulated at the school.

Q: How do I make my instalments?

A: Your weekly/fortnightly/monthly instalments are automatically deducted from your nominated bank or credit card account by direct debit.

Weekly or fortnightly instalments will be direct debited on a date specified 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 drawn on the 15th of the month.

This direct debit is set up at the time of your application by simply completing the Direct Debit Request (DDR) form located on the reverse side of the application form. Your rights and obligations as a user of the direct debit system are contained in our Customer DDR Service Agreement detailed on page 8.

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 for you. This will also indicate any amounts due that may not be covered by ASG Funding Solutions such as sundry items.

Note: non-compulsory fixed costs (e.g. building fund donations) that you have not specifically requested ASG Funding Solutions to cover on your application form will still be payable 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 the 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, your fees and any other education costs will be paid directly to your school or service provider by the due date specified on your school's fee schedule.

In the event that the due date has already passed, ASG Funding Solutions will pay your fees and any other education costs as soon as your upfront instalments have been received; and provided your membership is also up to date.

Q: What are considered other education costs?

A: Other education related costs refers to items not directly invoiced by the school and include books, school uniforms, computer equipment, etc that are supplied through another provider.

Q: How do I apply for funding of extras?

A: You can use the Application for Extras and Direct Debit Request form located on our website to apply for funding of other education costs.

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

A: Your membership is valid for one school year. If you join part way through the year, your membership will be 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: What if my children are at different schools or change school during the year?

A: Neither of these situations pose a problem for us. Once we receive enrolment details for each child, we make all the necessary arrangements with the schools to cover your fees and any other education costs.

If your child changes schools during the year, simply notify us in writing and we will organise to continue your membership with the new school. We will also notify you in writing of any adjustments that may need to be made to your instalments to reflect any change in the costs to be covered.

Q: Can I cancel my membership during the year?

A: Yes—all you need to do is send us a request in writing. If the value of the instalments you have paid is greater than the education costs ASG Funding Solutions has paid on your behalf we will refund the difference. If your instalments do not cover the costs already paid by ASG Funding Solutions you will be required to cover this amount plus the applicable service fee. There are no additional charges for early cancellation.

Q: How do I apply for membership?

A: After you have carefully read this membership guide and the terms and conditions on page 6, simply follow the steps under 'How to apply for membership' on the inside front cover of this brochure.

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. For the funding of extras, members must pay one monthly instalment or the equivalent of one monthly instalment if the fortnightly/weekly option is chosen before ASG Funding Solutions becomes obliged to discharge any part of their liability to a nominated party. Payment will only be made directly to the supplier on the provision of an invoice/quote from the supplier. The service is not available if you have already made the purchase.
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 monthly/fortnightly/weekly 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 change, 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 his or her 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 (Cwth)*.

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 3 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 7 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 advise us if the nominated account is transferred or closed
- you should check account details against a recent statement from your financial institution. If you are uncertain how to complete the DDR, you should contact your financial institution.

If your drawing is returned or dishonoured by your financial institution, a letter will be sent requesting payment to be made within 7 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.

**TO APPLY FOR MEMBERSHIP: simply fill out the application form and mail it to our freepost address:
ASG Funding Solutions, Reply Paid 62131 OAKLEIGH VIC 3166**

Simplify education costs with ASG Funding Solutions

For more information on how we can help make education costs manageable, contact us on **1800 337 419** or visit **asg.com.au/funding-solutions**

ASG Education Funding Solutions Pty Ltd ABN 70 006 832 408
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
Phone: 1800 337 419 Fax: (03) 9530 9892
Email: fundingsolutions@asg.com.au