



## PAY SCHOOL FEES BY GIRO 2020/2021

### Frequently Asked Questions

#### Who can apply for Giro payment?

The option to pay school fees by monthly Giro is only offered to families paying privately (corporate payers cannot apply for this) as an alternative to paying fees on a termly basis.

#### Is there any extra charge by paying monthly?

There is no extra fee charged unless there is an unsuccessful deduction.

#### How do I get started?

A completed Giro application form is required for each child, please include the child's name and 11-digit student ID number (as per the invoice). Send the original form back to us (scanned copies are not accepted) or drop it at reception.

FAO Finance Department, Dover Court International School, 301 Dover Road, Singapore 139644

#### When will the GIRO become effective and when is the first deduction?

It normally takes several weeks for the Giro connection to be established due to the bank processing time. Therefore, Giro forms must be submitted to the school as soon as possible, latest by 15th June. Once the Giro arrangement is established, a deduction schedule will be uploaded to the parent portal prior to making the first direct deduction, which will be 3<sup>rd</sup> August 2020, there will be 9 deductions for the academic year, the last deduction will be on **1st April 2021**. No further reminders will be sent out for monthly deductions.

#### When will the deduction reflect on my account?

A deduction will only be made from your bank account on the 1st working day of each month. The amount deducted will be reflected in your bank statement.

#### What happens if there are insufficient funds in my bank account?

If a Giro payment cannot be processed or is rejected due to insufficient funds, there will be no charge for the first unsuccessful attempt. For any subsequent unsuccessful deduction, a late payment fee of \$100 will be charged.

#### No reminders will be sent for unsuccessful deductions. The school will reattempt the deduction after 5 working days including the late fee.

Failure to settle the amount may be treated as non-payment of fees and the student contract will be terminated. The school reserves the right to terminate the Giro arrangement and request for any outstanding school fees to be paid immediately, if there are more than 2 unsuccessful deductions over the instalment period. Please note that some banks do charge a service fee for unsuccessful Giro deduction due to insufficient funds.

#### Can I sign up for the Giro arrangement after school term starts?

If you wish to sign up for Giro arrangement after the school starts in August, please email us at [finance@dovercourt.edu.sg](mailto:finance@dovercourt.edu.sg) and approval will be on a case by case basis.

#### Will the Giro arrangement stop after the academic year?

Once the Giro arrangement is setup, instalments for future school fees will continue each year until the school receives your withdrawal or termination notice. A new deduction schedule will be sent each year prior to making the first direct deduction.



### **I am on a Giro plan, why do I still receive the termly invoices with request for payment?**

The school issues all student invoices on a termly basis, regardless of their mode of payment. The invoices serve as your record, the payment deduction will still follow the deduction plan shared with you.

### **I want to pay monthly by cheque or credit card, is this possible?**

Monthly payments can only be done via the Giro arrangement, cheques or credit card can only be accepted for the full payment of fees.

### **Can I pay other fees by Giro?**

Yes, you can also pay for peripatetic music lessons and any therapies by Giro. Music lessons would be paid once per term at the start of the term and therapies would be paid monthly in the month after the therapy has taken place. Please contact us if you would like us to include these in your Giro payments.

### **I want to terminate my Giro arrangement, what do I need to do?**

Please notify the Finance office via email to [finance@dovercourt.edu.sg](mailto:finance@dovercourt.edu.sg) latest by the 22nd of the month, as processing of Giro payments will be done in the week prior to the deduction date. You will also need to notify your bank to cancel the arrangement. Any outstanding school fees will be due immediately as per the signed student contract.