

3 April 2017

Dear Parents/Guardians

The accounts department has recently conducted an investigation into the Early Learning Centre's fee agreement and processes. The result of this investigation found that eziDebit (our third party provider) is causing both our families and staff an increased amount of frustration in its reliability and communication.

For this reason it has been decided that, as of 26 May 2017, the Early Learning Centre will cancel all eziDebit agreements and manage all direct debits in house. This will ensure that all debits will be performed in a timely and consistent manner.

To assist with the hand over process, all Early Learning Centre families will be required to **complete and return the attached Direct Debit Agreement by the 28 April 2017**. This can be handed to staff in the Centre, College Reception or emailed direct to finance@calcc.qld.edu.au.

We thank you for your support during this time of transition.

Kind Regards,



Ronelle Roberts
FINANCE ASSISTANT