

## FAQ's regarding payments

### **Who is Debitsuccess?**

Debitsuccess is The Career Academy's nominated billing agency. They process our students course payments on our behalf.

### **Can I change my payment schedule?**

Yes, you can change your payment schedule at any time. You have an option to change it to weekly, fortnightly or monthly. You can do this by either contacting Debitsuccess directly or The Career Academy.

### **If I need to change my payment method e.g. due to a cancelled Credit card or change in bank accounts, how can I do this?**

You can change the method of payment to a bank account or Credit/Debit Card, and you would be required to contact Debitsuccess to do this. If you have had your Credit or debit card replaced for any reason, you must notify Debitsuccess in the first instance, as this will affect your direct debit payments. Please note, all our Ireland/UK students can only use a Credit Card as a method of payment for direct debits

### **What happens if I miss a payment?**

If your payment has not gone through successfully on the first attempt, this will automatically be debited together with your next direct debit payment. Please note, if your payments have been set up for monthly instalments, and a payment reverses, the payment will be reattempted 2 weeks later. You can also request to reschedule a payment directly with Debitsuccess (cannot be done the same day you have a debit due)

### **If I am on an interest free payment plan, can I pay my balance to settle in full or increase the set instalment amount?**

Yes and yes! If you want to pay your full balance to settle in full, you can contact Debitsuccess to process this for you. If you want to increase the set amount you are paying, you will need to contact us directly to arrange this.

## **How can I find out how much I have left to pay for my course fees?**

Students can contact us directly or they can contact Debitsuccess directly.

## **If I have completed and passed my course, will I get my certificate straight away?**

Students will only receive the certificate once all course fees + any associated costs have been paid in full

## **If I am having problems with being able to make payments, what can I do?**

You will need to contact us or Debitsuccess to advise of what your situation is, and we can talk through what options may be available for you.

## **Can I place my course payments on hold?**

Yes, you can, however you will be required to contact us directly to discuss this in further detail.

## **Contact details for Debitsuccess**

NZ: 0800 481 0400  
AU: 1800 148 848  
Int: +64 9 481 0400