



Dear Parents/Guardians,

From 1st of July 2023, Australian Government required all childcare fee/ Gap fee payment must be in EFT form. To comply with the updated regulation, Pink Lotus Family Day Care Scheme decide to move to the Central Payment Model from 10th of July 2023. Invoices would be issued and managed by Pink Lotus Family Day Care office. For invoicing enquiries, please email to pinklotusfdc@gmail.com or contact (03) 4250 9599.

As of 10th July 2023, Pink Lotus Family Day Care will ask the family to make payments via **direct debit** through the redPAY payment gateway. All childcare fee/ Gap Fee payments will be paid directly to Pink Lotus Family Day Care Pty Ltd. These payments will be then transferred to the educators by our scheme after collected from families.

You can provide us with your direct debit payment details through the parent portal or by clicking on the secure link contained in an email we've sent you. Once you have set up a direct debit account, any funds outstanding against an invoice will be debited from your nominated **bank account** or **debit/credit card account** the next business day after the invoice due date.

Also note if you nominate to pay via credit card, you may notice a \$0 authorisation transaction pending in your online banking when we register your credit card details in our system. This transaction will disappear after a few business days.

When a payment is processed from your nominated direct debit account, a payment description of "RED* xxxxx" will appear on your bank statement.

Depending on your nominated payment method, you may also incur the transaction fee/s shown in the below table. These fees will be added to your invoice amount.

Fee Type	Credit Card/Debit Card	Bank Account
Transaction Fee	Paid by service	Paid by service
Surcharge	1.9%	N/A
Dishonour Fee	\$8.00	\$8.00

If you have any further questions regarding any of these payment options, please feel free to talk to a member of staff.

Kind Regards – The Director

Ha Dao

