

## FAQ

### **Q: What are Pre-Authorized Debits (PAD)?**

A: Pre-Authorized Debits (PAD) are a convenient way to pay fees for the Manor Park Playschool where a family will be registering for multiple months. Instead of providing the Manor Park Community Council (MPCC) with post-dated cheques, you give permission to have your bank account debited when the fees are due. Sometimes PAD are called 'direct debit', 'pre-authorized chequing' (PAC), 'pre-authorized withdrawals' or 'pre-authorized payments' (PAP).

### **Q: Who oversees PAD?**

A: Payments Canada and its participant financial institutions have established terms and conditions found in **Rule H1** for the processing of PADs to ensure proper authorization and protect against improper withdrawals. Please note: recurring charges to credit cards are not considered PADs and aren't covered by Rule H1. <https://payments.ca/guide/pre-authorized-debits-2>

### **A: What is a 'Personal' PAD?**

Q: Personal PADs are automated payments from a customer's bank account for the goods or services purchased. Fees for the Manor Park Playschool are examples of personal services purchased.

### **Q: But I don't do my banking online, and I don't have a credit card, and I don't have a debit card! Do Pre-Authorized Debits (PAD) still apply to me?**

A: Yes! All you need for establish a PAD agreement with the MPCC is either a savings or chequing bank account, and an email address. No paper cheques! No credit cards!

### **Q: Why is the MPCC moving to Pre-Authorized Debits (PAD)?**

A: Families have been asking us for a more convenient way to pay their fees for the Manor Park Playschool. Families often purchase cheques just so that they can pay us! We have heard from you that not knowing exactly when your cheque will be cashed makes balancing your family budget harder. The PAD will eliminate that uncertainty with all recurring fees being withdrawn on the fifteenth (15<sup>th</sup>) of each month. And, you will get at least written notice at least ten (10) days in advance of any sporadic one-time fee that you have agreed to.

### **Q: How does it work?**

A: Begin by registering your child(ren) in the Manor Park Playschool in order to establish your monthly fee. Next review and sign a PAD agreement with the MPCC. You are the 'Payor' and the MPCC is the 'Payee'. The agreement is completed on paper and the signed original must be submitted to the MPCC office. The PAD agreement can be found on manorpark.ca, or in paper format from the MPCC office, or we will email it to you. In advance of the first pre-authorized debit for recurring fees at set intervals, you will receive at least ten (10) calendar day's written notice of the amount of pre-authorized debit and the

date on which it will be charged to your bank account. Afterwards, on the 15<sup>th</sup> of each month, the set fees will be automatically debited. You don't have to do anything at all!

**Q: What if there is a mistake in the amount debited?**

A: Your PAD agreement with the MPCC informs you that, as a Payor, you have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or not consistent with your PAD. If you think that there is a problem, please contact us first to work it out. Otherwise, you have ninety (90) days from the date of the withdrawal to report an incorrect or unauthorized debit to your financial institution. More information about your recourse rights is available through your financial institution or Payment Canada at [cdnpay.ca](http://cdnpay.ca)

**Q: Ooops – there were insufficient funds in my bank account! What happens?**

A: We understand the mistakes happen sometimes. The MPCC will resubmit your fees one more time within thirty (30) days of the attempted withdrawal and for the exact same amount. Fees associated with a returned PAD will be charged to you as a sporadic one-time payment and you will be notified in writing at least ten (10) days in advance of the amount of the payment.

**Q: How do I cancel my PAD?**

A: Your PAD agreement requires thirty (30) days written notice to the MPCC that you are revoking (cancelling) your authorization to debit your bank account. Written notice may be provided via email, registered mail, or prepaid courier. You may use the sample Cancellation of PAD form provided here. Or visit Payments Canada at [cdnpay.ca](http://cdnpay.ca) or contact your financial institution. Note that PAD withdrawals will end once your final month of registration has been paid for.

**Q: I have not provided thirty (30) days written notice of my cancellation before the next debit! What happens?**

A: Upon receipt of written notice clearly instructing the MPCC to cease issuing PADs, or otherwise revoking your PAD, the MPCC will cancel the PAD within thirty (30) days from the receipt of notice. And, the MPCC will not issue any further PADs against you until a new PAD Agreement is signed.

**Q: If I cancel my PAD agreement, does this mean that my child is withdrawn from your program?**

A: No. PAD is simply a method of fee payment. By cancelling your PAD agreement you have not withdrawn from the Manor Park Playschool. You must arrange to pay fees to the MPCC by post-dated cheque or in cash. MPCC refund policies for withdrawal from a program apply.

**Q: What happens for July and August when the Manor Park Playschool is closed?**

A: No fees will be withdrawn from your bank account. When you register your child again for the new school year beginning in September, a new PAD agreement will be provided as a payment option with your registration package.

**Q: Is signing a PAD agreement mandatory?**

A: No. There is no obligation to pay fees via PAD. The PAD is the preferred method of payment because it is secure, reliable, and easy. Fee payments may continue to be made by post-date cheque or in cash.

**Q: I have questions! How do I get answers?**

A: You may contact us at the Manor Park Community Council (MPCC) in person (100 Braemar Street, Ottawa ON K1K 3C9), by phone (613-741-4776), or email ([payments@manorpark.ca](mailto:payments@manorpark.ca)). A visit to Payments Canada, [cdnpay.ca](http://cdnpay.ca), may provide you with the information you need. And of course, your financial institution is available to help you.