



Easy Guide to Ezy pay

What is Ezy pay?

Ezy pay is a private company that offers payment plans to students by direct debit.

What is a Direct Debit?

Payments that are automatically taken from your account on agreed payment dates. You do not need to pay us directly.

Does Ezy pay have fees?

Yes, a small fee is added to each instalment, depending on your payment method.

Payment Method	Transaction fee
Bank Account	\$2.75
Credit Card	1.32%

If you miss a payment or your debit fails, Ezy pay will charge a failed payment fee. Fees are subject to change.

How do I join Ezy pay?

We will organise the payment plan for you. You must follow all 4 steps:

1. Contact the [Assistance Team](#)
2. Read and agree to the [Terms and Conditions](#)
3. Choose a payment plan
4. Sign up using the URL link we provide

What happens if I miss a payment?

Ezy pay will contact you by email if you miss a payment. You can pay the missed debit directly to Ezy pay, using the link they provide you. If you do not pay, a 're-bill' payment will be scheduled for you.

If you miss two payments, your payment plan will become 'inactive', and we will contact you to pay.



**International
House**

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Will you send me a payment receipt?

We can provide you with a payment receipt once your payment plan has finished and you have paid the full amount due.

Please contact the [Assistance Team](#) if you need a payment receipt or to check the status of your payment plan.

Can I change my payment plan?

Yes, contact the [Assistance Team](#) at least 48 hours before your next payment is due. Changes can only be made Monday – Friday, during business hours.

Please do not contact Ezy pay directly, as they cannot make changes to your payment plan without our approval.

How do I cancel my payment plan?

Contact the [Assistance Team](#) at least 48 hours before your next payment is due. We will tell you if you need to meet any requirements before the payment plan can be ended.

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