



# 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.

**International House Sydney CRICOS Code 02623G RTO 91109**

IH Sydney is owned and operated by  
IH Sydney Training Services Pty Ltd  
ABN 24 077 578 09

**T** | (+61 2) 9279 0733

**W** | [www.ih Sydney.com.au](http://www.ih Sydney.com.au)

**Sydney City**

Level 1, 203 Clarence Street, Sydney NSW 2000

**Sydney Bondi**

Floor 1, 237 Oxford Street, Bondi Junction NSW 2022

**Byron Bay**

1 Carlyle Street, Byron Bay NSW 2481

**Darwin**

3 Searcy Street, Darwin NT 0800

**Melbourne**

Level 6, 350 Queen Street, Melbourne VIC 3000

**Gold Coast**

Suite 401, 42 Marine Parade, Southport QLD 4215