

Direct debit request to pay municipal rates & charges



Property Details	
Assessment Number: (see rates notice)	
Property Address: (please attach details if you have more than one property)	
Property Owner Name(s):	
Postal Address: (if different from property address)	
Contact Phone Number: (Business Hours)	Mobile:
Email Address:	

Payment Cycle (Please select <u>one</u> payment cycle only)
<input type="checkbox"/> Quarterly instalments (as shown on rates notice)
<input type="checkbox"/> Monthly instalments (last day of each month from Sept to May)
<input type="checkbox"/> Fortnightly instalments
Please note: <ul style="list-style-type: none"> If paying via fortnightly direct debit option, Council will notify you in writing of the set amount/s and dates on which the direct debit will be processed Applications can be completed at any time during the year

Bank Account Details
Financial Institution/Bank Name:
Branch Location:
(street address)
BSB Number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(Please complete all six digits)
Account Number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(Cheque or Savings Account Numbers only. DIR not available on credit cards)
The name on your account:
<p>I / We authorise and request the Northern Grampians Shire Council (APCA User ID Number 305226) to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the financial institution identified above as instructed by me/us for the payment of municipal rates and charges. I / We acknowledge that this Direct Debit arrangement is governed by the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as provided to me.</p>
Signature (s):
(Please provide signature (s) as per bank authority)
Date: <u> </u> / <u> </u> / <u> </u>
Date: <u> </u> / <u> </u> / <u> </u>

This Request remains in force until you notify us in writing that you no longer wish to pay your rate instalments by direct debit.

The completed form should be posted to: **Northern Grampians Shire Council, PO Box 580, STAWELL VIC 3380**

Rate instalments will be deducted from your account on the due date of the instalment.

Council will charge a dishonour fee if a direct debit payment is dishonoured.

Enquiries can be directed to the Rating Department on 03 5358 8700.

Privacy Statement: Personal Information collected will only be used by Northern Grampians Shire Council for the purpose of updating Council's rating database and other associated tasks and will not be disclosed without your consent except where authorised by law. You have the right to seek access and correction of your personal information.

Direct Debit Request Service Agreement (DDRSA)



- 1 By signing the Direct Debit Request, you authorise us to arrange for funds to be debited from your Account in accordance with this Agreement.
- 2 We will advise you 14 days in advance of any changes to the Direct Debit Request.
- 3 For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
 - (a) Address your written enquiry to **Northern Grampians Shire Council, PO Box 580, Stawell Vic 3380**

And

- (b) Allow for 14 days for the amendments to take effect or to respond to a dispute.

If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If our investigations show that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.

If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

Alternatively, any changes to your account details or to stop or defer a debit payment or terminate this agreement can be arranged through your own financial institution which is required to act promptly on your instructions.

- 4 You should be aware that:
 - (a) direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - (b) You should check your Account details (including the Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution.

If you are in any doubt, please check with your Financial Institution before completing the drawing authority.

- 5 It is your responsibility to ensure that:
 - (a) sufficient cleared funds are in the Account when the payments are to be drawn;
 - (b) the authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
 - (c) suitable arrangements are made if the direct debit is cancelled:
 - by yourself;
 - by your Financial Institution; or
 - For any other reason.

- 6 If the due date for payment falls on a day other than a Banking Business Day, the payment will be processed on the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with your Financial Institution.

- 7 For returned unpaid transactions, the following procedures or policies will apply:
 - (a) we treat the payment as if it was never made;
 - (b) services may be suspended until the outstanding charges are paid; and/or
 - (c) A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.

- 8 If you wish to notify us in writing about anything relating to this agreement, you should write to: Northern Grampians Shire Council, PO Box 580, Stawell, VIC, 3380.

We may send notifications either electronically to your email address or by ordinary post to the address you have given us. Any notification will be deemed to have been received on the third banking day after emailing or posting.

- 9 All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.

Definitions

Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this DDRSA and:

Account means the account nominated in the Direct Debit Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;

Agreement means the Terms and Conditions (including BPAY), including the Schedules to those Terms and Conditions, as amended from time to time;

Direct Debit Request means the Direct Debit Request between us and you as amended from time to time;

Financial Institution is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited;

We means **Northern Grampians Shire Council**; and **You** means the **Customer/s** who signed the Direct Debit Request.