GREATER SHEPPARTON CITY COUNCIL

RATES - DIRECT DEBIT REQUEST FORM

DIRECT DEBIT REQUEST

I/We _____ Customer name(s) giving direct debit request

of _____ Customer residential address

_____ Postcode

Authorise and Request you the Debit User **Greater Shepparton City Council** with User ID number **116901**

To arrange for funds to be debited from my/our account, held with the financial institution identified below, through BECS as described in 'The Schedule' below.

The payment is for: **Council Rates and Charges** Contact Telephone No: _____

Identified by Customer Reference No(s): _____ Refer to top right hand of Rate Notice

THE SCHEDULE

Customer Bank Details of account to be debited:

Ensure that the bank account information supplied to us is complete and correct by checking it against a recent statement from your financial institution.

Institution Name: _____ Insert name and address of financial institution at which **your** account is held.

Institution Address: _____

City, State, Postcode: _____

Account Name: _____ The exact name(s) the account is in.

BSB Number: ☐ ☐ ☐ ☐ ☐ ☐ This number identifies your nominated financial institution. If in doubt, ask your branch.

Account Number: _____

Please check with your financial institution to ensure the account nominated will facilitate direct debiting. See 'Service Agreement' clause 5 overleaf.

Direct Debiting:

FOUR INSTALMENTS

☐ I wish to pay by four instalments on the payment due dates as indicated on my rate notice.

LUMP SUM

☐ I wish to have my rate account debited in full on the payment due date as indicated on my rate notice.

Interest charges will apply on rate arrears and on all balances unpaid after the due date for full payment.

WEEKLY

☐ I wish to pay $ every Friday of each week commencing from / /

FORTNIGHTLY

☐ I wish to pay $ every second Friday of each fortnight commencing from / /

MONTHLY

☐ I wish to pay $ on the first Friday of each month commencing from / /

DIRECT DEBIT REQUEST AUTHORISATION

(The Direct Debit Authority is an ongoing Authority)

I/We have read and understood the 'Service Agreement' overleaf and acknowledge and agree to it.
I/We request this agreement remain in force in accordance with 'The Schedule' described above and in compliance with the 'Service Agreement' overleaf.

Customer(s) signature: _____ Date: / /

_____ Date: / /

Greater Shepparton City Council
Rates and Valuations Team
Locked Bag 1000, Shepparton VIC 3632
Council Office: 90 Welsford Street, Shepparton
Ph: (03) 5832 9700 Fax (03) 5831 1987 Email: council@shepparton.vic.gov.au
ABN 59 835 329 843

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RATES DIRECT DEBIT SERVICE AGREEMENT

1. Greater Shepparton City Council (the Council) will debit the BSB/Account nominated in 'The Schedule' of this Direct Debit Request as specified.

2. The Council will give not less than 14 days written notice to the customer should it propose to vary the arrangement of the Direct Debit Request.

3. The customer(s) may request the Council to defer or alter the payment amount specified in 'The Schedule' of the Direct Debit Request. Requests authorising these changes may be made by phoning or visiting the Council office.

Customer(s) may change the:

- due date of payment
- payment amount
- frequency of payment.

NB: Interest charges may be incurred.

Customer(s) wishing to vary the drawing account details specified in 'The Schedule' of the Direct Debit Request must provide signed authority for such changes to be effected. Customers must notify the Council not less than two (2) days before the next scheduled debit drawing.

4. In compliance with the Industry's Direct Debit Claims Process, the Council will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in 'The Schedule' of the Direct Debit Request. The Council will endeavour to resolve the matter within the Industry agreed timeframes.

5. The Council advises that Direct Debit through BECS is not available on all accounts. The customer(s) must check with their financial institution to ensure the account nominated in 'The Schedule' of the Direct Debit Request enables direct debiting and that the details are correct.

6. It is the customer(s) responsibility to ensure at all times there are sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in 'The Schedule' of the Direct Debit Request. If there are insufficient clear funds in your nominated BSB/Account you may be charged a fee and/or interest by your financial institution and you may also incur fees or charges imposed or incurred by the Council.

7. In the event of a Direct Debit returned unpaid, the Council will write to the customer seeking alternative arrangements within seven (7) days. Failure to respond to the correspondence results in the cancellation of the direct debit.

8. The Council advises that the debit drawing will be made on the agreed due date as nominated in 'The Schedule' of the Direct Debit Request. When the due date is a closed business day, the Council will initiate the debit drawing on the next open business date.

A closed business day is defined as any calendar day on which the financial institutions are not open for direct debit processing. i.e. weekend, and national public holidays.

9. Customer(s) who wish to cancel the Direct Debit Request must notify the Council in writing not less than seven (7) days before the next scheduled debit drawing.

10. The Council requests customer(s) to direct all inquiries, disputes, requests for payment changes or cancellation directly to the Council's Rates Team on the contact details below.

11. The Council collects personal information for the purposes of carry out its functions and facilitating the operations of various other Acts of Parliament and agrees to keep confidential and secure all customer(s) records and account details contained in 'The Schedule' of the Direct Debit Request. The Council will only disclose personal information in accordance with the *Information Privacy Act 2000* (Vic), where we are specifically required by law or for the purposes of and incidental to this Agreement. This includes disclosing information in connection with any query or claim or in relation to an alleged incorrect or wrongful debit.

Confirmation of the Direct Debit Request and a copy of this Service Agreement will be issued to the Customer(s).

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