

Shire of  
**Gunnedah**  
Land of Opportunity

GUNNEDAH SHIRE COUNCIL

## DIRECT DEBIT REQUEST

### CUSTOMER DETAILS

Name(s) \_\_\_\_\_

Mailing Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### PROPERTY DETAILS

Address \_\_\_\_\_

I elect to pay the following accounts by direct debit:

Rates Account No: \_\_\_\_\_

Water Account No: \_\_\_\_\_

Debtor Account No: \_\_\_\_\_

### PAYMENT DETAILS

The amounts for each account are to be deducted as per the following:

Rates Account \$ \_\_\_\_\_,  Weekly  Fortnightly  Monthly  Quarterly  Annually

Water Account \$ \_\_\_\_\_,  Weekly  Fortnightly  Monthly  Quarterly

Debtor Account \$ \_\_\_\_\_,  Weekly  Fortnightly  Monthly  Quarterly  Annually

**Commencement Date:** (Weekly, Fortnightly and Monthly Debits) \_\_\_\_\_

I require the Direct Debit to remain continuous.

Note: If you have elected to pay via direct debit for the annually & quarterly options, your bank account will be debited for the amount due on the due date shown on your notice or tax invoice. A fee (As per Council's Fees and Charges) will be added to your account in the event that your direct debit is dishonoured by your financial institution.

### BANK ACCOUNT DETAILS

Name of Financial Institution \_\_\_\_\_

Branch \_\_\_\_\_

BSB No: \_\_\_\_\_ Bank Account No: \_\_\_\_\_

Account Name \_\_\_\_\_

### AUTHORISATION

I/ We authorise and request Gunnedah Shire Council (user ID 403580) to arrange for funds to be debited through the Bulk Electronic Clearing system (BECS) from my/our nominated account according to the schedule as specified.

Signature(s) \_\_\_\_\_ Date \_\_\_\_\_

**DIRECT DEBIT REQUEST SERVICE AGREEMENT**

**1. Authorisation**

By signing the Direct Debit Request, you authorise us to arrange for funds to be debited from your Account in accordance with the Agreement.

**2. Notification of bill variation**

Where the amount of payment due varies from bill to bill, or there is a variation to any of the debit arrangements, we will provide you with at least fourteen (14) days' notice before payment is due. We will also give you fourteen (14) days' notice of any changes to the Direct Debit Request.

**3. Due date**

When the due date for payment falls on a day, which is not a business day, it will be taken to be due on the next business day. For further information, please contact Council's Customer Service Team on (02) 6740 2100.

**4. Sufficient funds**

It is your responsibility to ensure that you have sufficient clear funds available in your Account when payments are to be drawn.

**5. Unpaid items**

For returned unpaid transactions, Council will take action to recover all outstanding charges and may also charge an administration fee, as per the 2015/16 operational fees and charges.

**6. Range of accounts**

Direct debiting through BECS is not available on the full range of accounts. If you are in doubt as to whether your Account is suitable, please contact your financial institution. It is your responsibility to ensure that the Account you have nominated can accept Direct Debits. You should also check that your account details are correct before completing the Direct Debit Request.

**7. Change in payment method, deferment or cancellation**

You may request to defer or stop a debit payment, alter, suspend or cancel the direct debit arrangement by simply completing the direct debit amendment form at least seven (7) days before payment is due.

**8. Disputes**

If you believe that your Account has been incorrectly debited please contact Council's Revenue Department. An explanation will be provided within ten (10) business days and if you are not satisfied that the dispute has been resolved, you can then refer it to your Financial Institution for further investigation.

**9. Privacy**

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 any alleged claim of incorrect or wrongful debit, or otherwise as required by law.