

DIRECT DEBIT REQUEST

CUSTOMER DETAILS

Name(s)

Mailing Address

Suburb State Postcode

Phone (H) (B) (M)

PAYMENT DETAILS

Property for which amount is to be direct debited (if applicable):

Address

Assessment / Debtor Number Rates / Water / Debtor (please circle)

Note: Please complete a separate application for each property you wish to pay by direct debit.

PAYMENT METHOD

Please tick to indicate your chosen method of payment (for monthly and fortnightly options, please also indicate the amount you wish to have debited):

Annually **Monthly** **Amount**

Quarterly **Fortnightly** **Amount**

Note: If you have chosen to have your rates deducted **Annually**, the total rates for the year will be debited on 31 August. If have chosen the **Quarterly** option, rates will be debited in correspondence with the instalment due dates and amounts shown on your Rates/Water Notice. All **Monthly** debits will take place on the last working day of the month and **Fortnightly** debits, every second Friday.

ACCOUNT DETAILS

Account to be debited:

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 above 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 Revenue Department on (02) 6740 2110.

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.

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 letting us know in writing at least fourteen (14) 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.