



# DIRECT DEBIT REQUEST

## Customer's Authority

### RATES, CHARGES AND FIRE SERVICES PROPERTY LEVY PAYMENT AND/OR FEES FOR SERVICE (BIN) PAYMENT

I/We

Name of Customer(s) giving the DDR

authorise City of Whitehorse APCA User ID 017523 to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the Service Agreement.

<b>Assessment/Reference Number(s)</b> <input type="text"/> <hr/> .....	<b>Property Location</b> <input type="text"/>
<b>Details of the Account to be debited.</b>  * Credit Card Accounts not accepted.	<b>Name of Financial Institution</b> <input type="text"/>
	<b>Account Name</b> (eg. J & J Citizen) <input type="text"/>
	<b>BSB number</b> <input type="text"/> <b>Account Number</b> <input type="text"/>
	<input type="text"/>

#### Acknowledgement

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and City of Whitehorse as set out in this Request and in your Direct Debit Request Service Agreement.

#### Authorisation

1. City of Whitehorse to verify the details of the abovementioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing City of Whitehorse to verify the abovementioned account details.

**Signature**

**Date**

**Signature**

**Date**

★★ PLEASE TURN OVER FOR PAYMENT OPTION SELECTIONS ★★

*The personal information requested on this form is being collected by Whitehorse City Council for municipal purposes and objectives and various statutory obligations of Council. This information will be used solely by Council for that primary or related purpose and will not be disclosed to any other party except as required by law. Individuals have a right to seek access to their personal information and make corrections by contacting Council's Privacy Officer on 9262 6413. You may view Council's Privacy Policy on our website [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au) or obtain a copy from any of the Council offices.*

## PAYMENT OPTION

1. Please indicate below which account(s) you wish to be paid by direct debit.

<u>Account</u>	<u>Tick for Direct Debit</u>	
Rates, Charges and Fire Services Property Levy		If ticked, go to 2
Fees for Service (Bins)		If ticked, go to 3

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2. **Rates, Charges and Fire Services Property Levy** - Please indicate below whether you wish to pay your rates, charges and fire services property levy in full or by four instalments. (If paying Fees for Service only, please disregard this section.)

<u>Payment Option</u>	<u>Due Dates</u>	<u>Tick Payment Option</u>
Payment in Full	15 February 2018	
Payment by Instalments	<b>First Instalment:</b> 02 October 2017 <b>Second Instalment:</b> 30 November 2017 <b>Third Instalment:</b> 28 February 2018 <b>Fourth Instalment:</b> 31 May 2018	

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3. Fees for Service will be direct debited from your nominated bank account on a date to be advised.



## Direct Debit Request – Service Agreement

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### Definitions

*Account* means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

*Agreement* means this Direct Debit Request Service Agreement between you and us.

*Business day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

*Debit day* means the day that payment by you to us is due.

*Direct Debit Request* means the direct debit request between us and you.

*Us* means Whitehorse City Council – the Debit User you have authorised by signing a direct debit request.

*You* means the customer who signed the direct debit request.

*Your financial institution* is the financial institution where you hold the account that you have authorised us to arrange to debit.

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### 1. Debiting your account

- 1.1 You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
  - 1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.
  - 1.3 If the direct debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day.
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### 2. Changes by us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least 14 days written notice.
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### 3. Changes by you

- 3.1 You may change the arrangements under a direct debit request by notifying us in writing at least 14 days before the next debit day.
  - 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days notice before the next debit day. This notice should be given to us in the first instance.
  - 3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next debit day. This notice should be given to us in the first instance.
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#### **4. Your obligations**

- 4.1** It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2** If there are insufficient clear funds in your account to meet a debit payment:
- (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or charges imposed or incurred by us; and
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3** You should check your account statement to verify that the amounts debited from your account are correct.
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#### **5. Dispute**

- 5.1** If you believe that there has been an error in debiting your account, you should notify us directly on 9262 6333 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2** If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3** If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4** any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.
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#### **6. Accounts**

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
  - (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
  - (c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.
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#### **7. Confidentiality**

- 7.1** We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2** We will only disclose information that we have about you:
- (a) to the extent specifically required by law; or
  - (b) for the purpose of this agreement (including disclosing information in connection with any query or claim).
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#### **8. Notice**

- 8.1** If you wish to notify us in writing about anything relating to this agreement, you should write to:  
Whitehorse City Council  
Locked Bag 2  
Nunawading Delivery Centre VIC 3131
- 8.2** We will notify you by sending a notice in the ordinary post to the current address recorded on Council's database.
- 8.3** Any notice will be deemed to have been received two business days after it is posted.