

# DIRECT DEBIT REQUEST



Customers' Authority - I / We (Name of Customer(s) giving the DDR)

Last Name		Mobile	
Given Names		Business	
Date of Birth		Landline	
Email Address			

Last Name		Mobile	
Given Names		Business	
Date of Birth		Landline	
Email Address			

Property Address			
Assessment Number		PID Number	

Authorise Kingborough Council (User ID 207077) to arrange for funds to be debited from my/our account at the financial institution identified below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement.

## Details of the Account to be debited

Name/Address of Financial Institution	
Bank Account Name/Name on Card	

BSB Number

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Account Number

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alternatively Credit Card Number (Mastercard or Visa only)

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Expiry Date

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Frequency of Payment (please nominate one option)	Preferred Plan (please ✓)
4 Instalments debited on <i>Instalment Due Date</i> .	
11 monthly Instalments to be debited on the 15 <sup>th</sup> day of each month or the next business day.	
24 Fortnightly Instalments debited on Thursdays, with the final payment by mid-June (cheque or Savings Account only). Commencement Date <b>"Thursday"</b>	

I / We authorise the following:

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

I / We acknowledge that I/we have received a copy of the Direct Debit Service Agreement

Signed by Customer:

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Date:

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Office Use Only

# DIRECT DEBIT SERVICE AGREEMENT



Please retain a copy for your reference or refer to our website for this information.

1. The Direct Debit Arrangement is requested by the ratepayer for the payment of property rates only and will be accepted or rejected at the discretion of the Kingborough Council (the Council).
2. The Arrangement will be implemented by the Council as soon as practicable and will remain in force until cancelled by either party.
3. Instalment amounts will be calculated and recalculated to repay the property rates as legally demanded by the Council from time to time.
4. Where a payment is dishonoured Council will automatically re-calculate the remaining instalments to ensure the outstanding amount is paid in accordance with the agreed terms. If the dishonoured payment relates to a quarterly instalment, payment of the dishonoured amount will be required within seven days of the date of the dishonour. Multiple dishonours may result in cancellation of the arrangement.
5. The Customer will be advised at least 30 days in advance of any changes to the Direct Debit Arrangement, including changes to these conditions.
6. It is the Customer's responsibility to advise the Council of any changes to the account or credit card to be debited, including changes to the expiry date of the credit card, if applicable.
7. For all matters relating to the Direct Debit Arrangement:
  - New Direct Debit Requests must be received 7 days prior to the commencement date.
  - Amendments or cancellations must be received 7 days prior to the next deduction – please contact the Rates Office on 03 6211 8205 to make any changes to your Direct Debit.
8. If the due date for the Quarterly Payment falls on a non-working day or public holiday, the payment will be processed on the previous working day. All other instalment Payment Plans shall be processed on the following working day.
9. It is the Customer's responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
10. Should the Arrangement be cancelled for whatever reason, the property rates will immediately become due and payable to the Council as if the Arrangement had not been in place. Rates instalments on the due dates advised on the Rates Notice will apply.
11. Please direct all Dispute Requests to Council on 6211 8205 or directly to your Financial Institution.
12. The Customer should be aware that:
  - Direct debiting through BECS is not available on all accounts; and
  - Account details should be checked against a recent statement from your Financial Institution.If you are in doubt, check with your Financial Institution before completing the Direct Debit Request.
13. Fees and charges:
  - Council – Nil
  - Financial Institution – Dishonour Fees incurred by Council will be applied to the outstanding balance of rates.
14. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit, or to verify that a valid authority exists.
15. Return your completed form to Council via email [kc@kingborough.tas.gov.au](mailto:kc@kingborough.tas.gov.au) or post to 15 Channel Highway, KINGSTON TAS 7050.
16. Notices will be issued annually each financial year, reminder notices will not be provided once a direct debit is in place.

## Privacy Statement

The Council is collecting this information from you for the primary purpose of communicating with you regarding Council Business. The information will only be used and disclosed as prescribed under the *Personal Information Act 2004*. The Council requires this information to allow its officers to carry out Council Business. If you do not provide the information requested, Council will not be able to process this form. You may make an application to access or amend the information held by Council by contacting the relevant Council Officer on 6211 8200.