

# Direct Debit Request Service Agreement

1. The Customer will be advised at least 14 days in advance of any changes to the Direct Debit arrangements.
2. New Direct Debit Requests must be received by the 20<sup>th</sup> of the month on the prescribed Direct Debit Request form.
3. Amendments or cancellations to Direct Debits already in place must be received in writing by the 20<sup>th</sup> of the month.
4. The Customer should be aware that:
  - a. Direct Debiting through BECS is not available on all accounts; and
  - b. Account details should be checked against a recent statement from your Financial Institution. If you are in doubt, you should check with your Financial Institution before completing the drawing authority.
5. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
6. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the first available working day **PRIOR** to the due date.
7. The customer will be contacted in order to arrange payment where transactions are returned unpaid.
8. Fees and charges:
  - Council – Nil
  - Financial Institution – Dishonour fees (eg if insufficient funds) as charged by individual Financial Institutions will be passed on to the customer by Council.
9. 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 in accordance with Council's Privacy Policy.
10. Unless otherwise specified, amounts processed through the Direct Debit System will be recalculated each year to ensure rates are paid in full by the end of the relevant financial year.

**Please return to:**

*General Manager  
Clarence City Council  
PO Box 96  
Rosny Park 7018  
Tasmania*

# Clarence City Council

## Direct Debit Request



### Customers' Authority

I/We (Name of Customer(s) giving the DDR)

Surname	Given Names
Surname	Given Names

authorise **Clarence City Council (User ID 064064)** 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 terms described in the Direct Debit Request Service Agreement ("the Agreement") on the reverse of this form.

Signature	Date
Signature	Date

### Details of the Account to be debited

Name and Address of Financial Institution

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Account Name (eg. J & J Smith)

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BSB Number

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Account Number

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### Payment Details

Property Address

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Postal Address

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Phone Number	Valuer General Number (PID)	Assessment Number
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### Frequency of Payment

I/We request that you debit my/our account in accordance with the Agreement and subject to the following conditions:

#### Preferred Payment (please tick)

**Monthly** (<sup>1</sup>/<sub>12</sub> year's rates, debited last working day of month)

**Or Specific Monthly amount** (debited last working day of month)

**Or Quarterly** (debited on instalment due date for **instalment amount**)

**Or Annually** (debited on 31<sup>st</sup> July for **total years rates**)


\$ \_\_\_\_\_

First payment date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Final payment date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (if applicable)

I/We authorise the following:

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

### Privacy Statement

The personal information on this form is required by Council for Payment of Rates. We will only use your personal information for this and related purposes. If this information is not provided, we may not be able to deal with this matter. You may access and/or amend your personal information at any time. How we use this information is explained in our Privacy Policy, which is available at [www.ccc.tas.gov.au](http://www.ccc.tas.gov.au) or at Council offices.

Signed by Customer(s)

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