



Direct Debit Request

 New Application
 Change of Account Details Only

Customers' Authority

Name of Customer(s) giving the Direct Debit Request

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.

Property Address	
Assessment Number	
Contact Number	
Email	

Details of the Account to be debited (Savings or Cheque account only)

Name and Branch of Financial Institution

Account Name (eg. J & J Smith)

BSB Number

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Account Number

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Please indicate frequency of Debit

Or	Fortnightly	debited every second Friday	
Or	Monthly	debited last working day of the month	
Or	Instalment Dates	debited on instalment due date for instalment amount	
Or	Annually	debited on 1 st due date for the financial year for the full years Rates	

Council will calculate your deduction amount to ensure your Rates Balance is paid in full by our last deduction date for the Financial Year

Date of Commencement	
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I/We authorise the following:

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

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 or at Council offices.

Signed by Customer(s)

Date

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 Fortnightly Direct Debit Requests must be received within 48 hours of the proposed first deduction date on the prescribed Direct Debit Form. All other Direct Debit Requests must be received by the 20th of the month on the prescribed Direct Debit Request form.
3. Amendments or cancellations to Fortnightly Direct Debits already in place must be received in writing within 48 hours of the next deduction. Amendments or cancellations to all other Direct Debits already in place must be received in writing by the 20th 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. If your Direct Debit is dishonoured and returned unpaid, the following procedures will apply:
 - a. On the first occasion – A letter will be sent to the customer requesting a manual catch up payment be made
 - b. On the second occasion – A final letter will be sent to the customer requesting a manual catch up payment be made
 - c. On the third occasion – The Direct Debit will be cancelled by notification in writing and the customer requested to make alternative arrangements for the payment of outstanding rates.
8. Fees and charges:
 - Council – Nil
 - Financial Institution – Dishonour fees (e.g. 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 Tasmania 7018

or by email to
rates@ccc.tas.gov.au