



## Direct Debit Rate Instalment Payment System

**IMPORTANT YOU ARE ENCOURAGED TO USE THIS METHOD OF PAYING YOUR RATES. IT IS A COST EFFECTIVE AND TIME SAVING METHOD OF PAYING YOUR RATES.**

Direct debiting allows your rates to be paid automatically from your bank account on each Due date. Rate instalment payments may be made directly from most bank accounts in Australia.

On the Due date of each instalment, Council will request your bank to automatically debit your account with the amount owing at the time, provided sufficient funds are available.

Most major banks do not levy a charge for this service, however we recommend you check with your financial institution. This system cannot be used with passbook savings accounts, however cheque accounts and statement savings accounts are acceptable.

**If you wish to participate in the Direct Debit System complete the form on the reverse side. Return the signed and completed form with the tear off section (deposit slip) of your rate notice to Woollahra Council at least 5 business days prior to the instalment Due date.**

Council will send a notice to you before each instalment is due as a reminder for you to check that the account has sufficient funds to make the payment. **Failure to have sufficient funds in your account may result in Council charging a dishonour fee of up to \$49.15, in addition to interest charges.**

You may cancel your Direct Debit arrangement 3 business days before the instalment due date. Please deliver or send the completed form with the tear off section (deposit/slip) of your rate notice(s) to:

***Woollahra Council***

***536 New South Head Rd Double Bay NSW 1360 or***

***P.O.Box 61 Double Bay 1360 NSW, or you can fax the form to (02) 9391 7044.***

**See the attached Annexure**

# Woollahra Municipal Council



## DIRECT DEBIT REQUEST (From savings or cheque account only)



Assessment Number ..... Phone No ..... Date .....

I/We \_\_\_\_\_  
Surname or Company/Business name \_\_\_\_\_ Given name/ ACN number \_\_\_\_\_

\_\_\_\_\_  
(PROPERTY ADDRESS)

\_\_\_\_\_  
Post code \_\_\_\_\_

**Authorise *Woollahra Council*** (Debit User Name) **019112** (APCA ID), until further notice in writing 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) any amounts which **Woollahra Council** (Debit User) may debit or charge me/us through the Direct Debit System.

### Details of account to be debited:

Account held in the name of: \_\_\_\_\_

Financial Institution's BSB:

Account Number: \_\_\_\_\_

Financial Institutions Name/Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*( Insert the name and address of the Financial Institution at which your account is held. )*

*(Please note direct debiting is not available on the full range of accounts. If in doubt, please refer to your Financial Institution.)*

### Direct Debit Request Authorisation

I/ We have read the "Customer Service Agreement" that is attached or separate and acknowledge and agree with its terms and conditions.

I/We request this arrangement to remain in force in accordance with details set out in the Schedule described above and in compliance with the "Customer Service Agreement".

Customer(s) Name: \_\_\_\_\_

Customer(s) Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Customer Service Agreement.**



We (Debit User), note our commitment to you as the following: -

We will advise you by notice, statement or invoice of the drawings.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.

We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.

We will keep all information provided by you and details of your nominated account at the Financial Institution, private and confidential.

We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

You the (Customer) note your commitment to us as the following: -

It is your responsibility to check with your Financial Institution prior to completing the Direct Debit Request, that direct debiting is available on that account.

It is your responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.

It is your responsibility to ensure at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.

It is your responsibility to advise us if the account nominated by you, to receive the drawings is altered, transferred or closed.

It is your responsibility to arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, either by you or the nominated Financial Institution.

It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

You may request to defer or alter the agreed drawing schedule, by giving written notice to us. Such notice should be received by us at least [ 5 ] business days prior to the due date.

You may stop your individual debit by giving written notice to us. Such notice should be received by us at least [ 3 ] business days prior to the due date.

You may cancel the Direct Debit arrangement at any time by giving written notice to us. Such notice should be received by us at least [ 3 ] business days prior to the due date. Your nominated Financial Institution is unable to cancel your Direct Debit Arrangement.

All transaction disputes, queries, and claims should be raised directly with us. We will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque.