

Direct Debit Authorisation Form

Applications close 31 August 2019

Please select one

New application
 Updating details
 Cancellation request

Applicant details

Name	Property address	Phone
Assessment number	Mailing address	Email

Payment cycle (Please select one of the available options. Note, there is no fortnightly option).

Monthly (9 payments)
 Quarterly (4 payments)
 Lump Sum

30 September 2019	02 March 2020	30 September 2019	17 February 2020
31 October 2019	31 March 2020	02 December 2019	
02 December 2019	30 April 2020	02 March 2020	
31 December 2019	01 June 2020	01 June 2020	
31 January 2020			

Bank account details

BSB	Account number	Bank
Account name		Account holder signature/s

Authority

I/We have read, acknowledge and agree with the conditions below as well as the service agreement on the back of this application and I/We authorise the City of Whittlesea to debit the nominated bank account in accordance with this application.

Signature/s	Date
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Conditions

City of Whittlesea will:-

- Reserve the right to refuse this application if the rate account is overdue.
- Notify in writing of the set amount/s and set date/s on which a debit will be made to the nominated account.
- Proceed to debit your nominated account on each of the set dates and will not negotiate additional payment dates.
- Charge a **processing fee** of \$33.65 (inc GST) to your rates account on the following business day if the entire set amount is not available for debit on the set date.
- Not debit a lesser amount than is due on a set date.
- Not cancel a direct debit authority unless requested in writing.
- Cancel this direct debit authority in the event of two payment dishonours in a rating year.
- Confirm in writing when a direct debit authority has been cancelled.

SERVICE AGREEMENT

Direct Debit Authority

This service agreement outlines your responsibilities and rights and the City of Whittlesea ("Council") commitment to you in respect of the direct debit authority that you are approving.

How will it work?

In terms of the direct debit authority signed by you, Council undertakes to debit your nominated bank account in accordance with the **set dates** and **set amounts** that we will confirm in writing after processing your application. It is your responsibility to ensure that your bank account can accept debits (your bank can confirm this) and that on a set date there are sufficient cleared funds to be debited.

Upon receiving our written confirmation if you do not agree with the dates and amounts that Council has set and you wish to cancel the direct debit authority prior to the first set payment, this must be done in writing at least seven days prior. Otherwise a processing fee of \$33.65 (inc GST) will be charged to the rate account. Council will then confirm the cancellation in writing.

Please note, Council will not negotiate additional payment dates to those displayed on this application or attempt to debit an amount that is less than a set amount.

Dishonoured payment as advised by your bank.

If Council is unable to debit your bank account for a set amount, Council will charge a processing fee of \$33.65 (inc. GST) to the rate account on the following business day.

Please note, a processing fee will also apply if you advise Council to stop an individual debit and do not pay the entire amount by the set date via another payment method.

Council will cancel the direct debit authority in the event of two dishonours in a rating year. A rating year is equivalent to a financial year. We will communicate in writing of a cancellation that is initiated by Council.

What if the nominated bank account has been closed or transferred?

Please notify Council seven days prior to the set date of deduction with the new bank account details to ensure Council does not attempt to debit an incorrect bank account.

Does the direct debit authority cease at the end of the rating year?

The direct debit authority will continue indefinitely unless you request the cancellation in writing. This means every rating year your rates will continue to be paid by direct debit from the nominated bank account. In each rating year Council will confirm the set amounts and set dates in writing. Importantly, you must ensure that the details we hold for the direct debit authority remain valid.

How secure are my bank account details?

The signed direct debit authority containing your bank account details are confidential and kept in locked and secure storage at the Council offices. Applications are destroyed after an authority is cancelled.

Enquiries.

Please direct all enquiries to Council on (03) 9217 2170 rather than to your bank. All communication addressed to Council should include the assessment number shown on the front of the rates notice.

Disputes.

If you believe that Council has incorrectly debited your bank account please contact Council on (03) 9217 2170. The matter will be attended to immediately and every attempt will be made to resolve the dispute within seven days. A refund will be processed if Council is unable to substantiate the entire amount that was debited.

It is your right to cancel a direct debit authority.

A request to cancel an existing direct debit authority can be made at any time in writing.

Free Telephone Interpreter Service

العربية	9679 9871	Italiano	9679 9874	ਪੰਜਾਬੀ	9679 9879	Tiếng Việt	9679 9878
Ελληνικά	9679 9873	Македонски	9679 9875	தமிழ்	9679 9879	Other	9679 9879
हिंदी	9679 9879	简体中文	9679 9857	Türkçe	9679 9877		