

Direct Debit Amendment Request

- AMENDED - RATES Direct Debit AMENDED - DEBTOR Direct Debit
- AMENDED - WATER Direct Debit

SECTION 1 - PROPERTY OWNER/DEBTOR

Assess. or Cust. A/c No:

Name:

Property Address:

Phone: M: H:

Email:

SECTION 2 - BANK ACCOUNT DETAILS (CREDIT CARD DETAILS ARE NOT ACCEPTED)

Council requires a minimum of five (5) working days notification in writing prior to any changes being made.

Account Holder's Name:

Bank and Branch:

BSB: Account Number:

SECTION 3 - PAYMENT SCHEDULE

- Payment in full (Extracted on due date)
- Weekly Fortnightly Monthly (Rates only)

Rates Amount \$ Start Date

Water Amount \$ Start Date

Debtors Amount \$ Start Date

PLEASE NOTE DIRECT DEBITS WILL BE SET UP ON AN ONGOING BASIS,

In order to amend or cancel a direct debit arrangement Council requires a minimum of five (5) working days notification in writing prior to any changes being made.

DECLARATION

I/We authorise Douglas Shire Council (User ID. 405-126) to arrange for funds to be debited from my/our nominated bank account at the financial institution identified above through the Bulk Electronic Clearing System (BECS)

I/We agree to the attached Service Agreement, which I/We have read and understood.

Bank Account Holder(s) Signature(s): X _____ Date _____

Bank Account Holder(s) Signature(s): X _____ Date _____

This agreement is to remain in force in accordance with the terms described in the Service Agreement.

If you need any help completing this form, please call customer service on (07) 4099 9444.

You can fax, email or send your form into Council using the above information.

Douglas Shire Council – Privacy Collection Notice:

Douglas Shire Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which the council manages personal information is governed by the *Information Privacy Act 2009* (Qld). We are collecting your personal information in accordance with the *Local Government Act 2009* so that we can assess and finalise your application. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. For further information about how we manage your personal information please see our Information Privacy Policy.

Debiting your account

By signing a direct debit request you authorise Douglas Shire Council to arrange for funds to be debited from your nominated account. Douglas Shire Council will debit your account in accordance with the terms below.

Council will only debit your account in accordance with your direct debit request.

If the payment date falls on a non-business day, the withdrawal from your nominated account will occur on the next business day.

1. Variation by Council

Douglas Shire Council may vary the details of this agreement or your direct debit request at any time by giving you at least fourteen (14) days written notice. For example, if it becomes necessary to amend your rate or water account and Council cancels your original account and issues a new account, Council may vary your direct debit request to permit the debit of a revised sum, or revised timing for payment.

2. Variation by You

You must provide Council with **five (5) business days notice** of any deferment, alteration, suspension, stoppage or cancellation to your direct debit request (**example: Monday – Friday for a weekly DD**). This can be done by completing a direct debit amendment/cancellation form and providing same to Council either:

By post: Douglas Shire Council
PO 723
MOSSMAN QLD 4873

By email: enquiries@douglas.qld.gov.au

By fax: (07) 4098 2902

You can obtain a direct debit/cancellation form by calling customer service on (07) 4099 9444.

3. Your Obligations

You must:

- Verify your bank details against a current bank statement;
- Check with your financial institution that Bulk Electronic Clearing System (BECS) transactions are available from your account before you complete and submit your direct debit request or amended direct debit request;
- Provide Council with five (5) business days notice of any deferment, alteration, suspension, stoppage or cancellation to your direct debit request in the manner specified in section 2 of this Direct Debit Service Agreement; and

You may also wish to check your account statement to verify the amount has been debited from your account.

4. Insufficient Clear Funds

If there are insufficient clear funds in your account to meet your payment:

- You must immediately arrange for the payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that Council can process the payment; and
- Council may charge a Dishonour Fee to cover a bank charge and Council Administration Fee;

Council may cancel your direct debit request after three default payments.

5. Disputes

If you believe there has been an error in debiting your account you should advise Council via the telephone (07) 4099 9444 and also confirm that matter with us in writing as soon as possible.

If it is found that your account has been incorrectly debited to your detriment, Council will arrange for your account to be reimbursed with the balance between the error and the correct amount. Council will notify you in writing, the amount of which has been credited and the reason and any evidence as to why it has occurred.

If you are not satisfied with Council's resolution of the dispute, your financial institution may refer the matter to the Australian Payment Clearing Association (APCA) Management Committee for resolution.

6. Privacy

The direct debit request form requires you to provide certain personal information for Council's collection. Council will use your personal information for the purposes contemplated in this Direct Debit Service Agreement and on the direct debit request form. The use of your personal information will enable Council to provide you with a direct debit option for the payment of rates to Council.

Council will maintain the confidentiality of your personal information however; Council may disclose your personal information to its financial institution, your financial institution or the APCA Management Committee if such information is requested to be provided in connection with a claim made relating to an alleged incorrect or wrongful debit.

You should refer to Council's privacy policy for further information relating to the collection, use and disclosure of personal information by Council.

If you wish to update or view the information that we hold about you, please contact Council.