

## New Debit Request

Please TICK which of these you wish to apply for:

- NEW - RATES Direct Debit  
 NEW - WATER Direct Debit

### SECTION A – Property Owner

Assessment Number:

Name:

Property Address:

Phone Number:

M:

H:

Email:

### SECTION B – Bank Account Details (Credit Card details are not accepted)

Council requires 5 working days notification in writing prior to any changes being made.

Account Holder's Name:

Bank and Branch:

BSB:

Account number:

### SECTION C – Payment Schedule

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

Amount \$ \_\_\_\_\_

Start Date \_\_\_\_\_

- I wish to terminate my direct debit deductions after my bill is paid in full, but leave my account details on file for the next notice.  
 I wish to continue my direct debit deductions to allow my property to go into credit.

### SECTION D – 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)

\_\_\_\_\_  
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 – Information Privacy Statement

Your personal information has been collected for the purpose of direct debit applications. The collection of this information is authorised under the Australian Payments Clearing Associations. You are providing personal information which will be used for the purpose of delivering services and carrying out Council business. Your personal information is handled in accordance with the *Information Privacy Act 2009* and will be accessed, by persons who have been authorised to do so. Your information will not be given to any other person or agency unless you have

given us permission or the disclosure is required by law.

### **Debiting your Account**

By signing a direct debit request, you authorise Douglas Shire Council to arrange for funds to be debited from you 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 days written notice. For example, if it became 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 amendment/cancellation form and providing same to Council either:

By post: Douglas Shire Council  
PO Box 723  
MOSSMAN QLD 4873

By email: [enquiries@douglas.qld.gov.au](mailto:enquiries@douglas.qld.gov.au)

By fax: (07) 4098 2902

#### **3. You Obligations**

You must:

- Verify your bank account 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;
- Ensure there are sufficient clear funds in your account for the direct debit payment to be made in accordance with the 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 statements 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 fund to be in your account by an agreed time so that Council can process and 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 the 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 have been credited and the reason and any evidence as why it has occurred.

If you are not satisfied with Council's resolution of the dispute, you can refer the matter to your financial institution who will inform you of the details of the claims process and lodge a customer claim form.

If the matter is still unable to be satisfactorily resolved, your financial institution may refer that matter to the Australian Payments 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.