

Payment Arrangement Direct Debit Request

Property Details	Property Address: _____ Billing Number: _____
Request and Authority to debit	Surname: _____ Given Names: _____ <p>I hereby request and authorise Blacktown City council, Debit User Identification Number 021461 to arrange for charges, in relation to an existing payment arrangement for the above property to be debited from an account or credit card held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement <i>(and any further instructions provided below)</i>.</p>
Amount to be deducted (please tick)	<div style="display: flex; justify-content: space-around;"> <input type="radio"/> Weekly <input type="radio"/> Fortnightly <input type="radio"/> Monthly <input type="radio"/> Instalment <input type="radio"/> Annual </div> <p><i>Note: Weekly and Fortnightly deductions will be made on Fridays only. Monthly deductions are made on the last calendar day of the month or the first working day there after should it fall on a weekend.</i></p> <p>Amount: <i>(Not required for Instalment or Annual)</i> \$ _____ Commencing: Friday ____/____/____ <div style="text-align: right;"><i>(Weekly or Fortnightly)</i></div> <div style="text-align: right;">Month _____</div> </p>
Insert your signature and contact details	Residential Address: _____ _____ Phone Numbers: (H) _____ (M) _____ Signature: _____ Date ____/____/____
Office Use Only	Date Received ____/____/____ Date Actioned ____/____/____ Officer _____ Signed _____
Insert the name and address of financial institution at which account is held	Financial institution: _____ Address: _____
Insert details of bank account to be debited <div style="text-align: center; font-size: 1.5em; font-weight: bold;">OR</div>	Name on account: _____ BSB number: - Account number:
Insert details of credit card to be debited	Name on card: _____ Credit card number: - - - Credit card expiry date: - Credit Card Type: <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa Cardholder's Signature: _____

Direct Debit Request Service Agreement

Definitions	<p>account means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p>agreement means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p>business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by you to us is due.</p> <p>debit payment means a particular transaction where a debit is made.</p> <p>direct debit request means the Direct Debit Request between <i>us</i> and <i>you</i>.</p> <p>Credit card means the card held at your financial institution from which we are authorised to arrange for funds to be debited.</p> <p>us or we means Blacktown City Council, the Debit User you have authorised by signing a <i>direct debit request</i>.</p> <p>you means the customer who signed the <i>direct debit request</i>.</p> <p>your financial institution is the financial institution where <i>you</i> hold the <i>account</i> or <i>credit card</i> that <i>you</i> have authorised us to arrange to debit.</p>
1. Debiting your account	<p>1.1 By signing a <i>direct debit request</i>, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i> or credit card. <i>You</i> should refer to the <i>direct debit request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>direct debit request</i>.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>business day</i>, we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>business day</i>. If you are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p> <p>1.4 Some financial Institutions have security measures that prohibit Council from taking payments from the same account or credit card. Please check with your financial institution to confirm that multiple payments are permissible.</p>
2. Changes by us	<p>2.1 We may vary any details of this <i>agreement</i> or a <i>direct debit request</i> at any time by giving <i>you</i> at least fourteen (14) days' written notice.</p> <p>2.2 If 3 or more payments are dishonoured in one (1) financial year the Direct Debit will be cancelled. You will be advised if this occurs</p> <p>2.3 We will vary payment amounts each financial year so that all rates & charges will be paid by 30 June of that year; unless you have a specific payment arrangement with us.</p>
3. Changes by you	<p>3.1 Subject to 3.2 and 3.3, you may change the arrangements under a <i>direct debit request</i> by advising us in writing at P.O. Box 63, Blacktown 2148.</p> <p>3.2 If <i>you</i> wish to stop or defer a <i>debit payment</i> <i>you</i> must notify us in writing at least fourteen (14) days before the next <i>debit day</i>. This notice should be given to <i>us</i> in the first instance.</p> <p>3.3 <i>You</i> may also cancel <i>your</i> authority for <i>us</i> to debit <i>your account</i> at any time by giving <i>us</i> fourteen (14) days notice in writing before the next <i>debit day</i>. This notice should be given to <i>us</i> in the first instance.</p>
4. Your obligations	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available to allow a <i>debit payment</i> to be made in accordance with the <i>direct debit request</i>.</p> <p>4.2 If there are insufficient clear funds to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"> (a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>; (b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and (c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method. <p>4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct.</p> <p>4.4 It is <i>your</i> responsibility to contact <i>us</i> with updated <i>credit card details</i>. If <i>we</i> don't have current <i>credit card details</i>, we reserve the right to cancel this agreement. <i>You</i> will be advised if this occurs.</p>
5. Dispute	<p>5.1 If you believe that there has been an error in debiting your account, directly on (02) 9839 6000 and confirm that notice in writing with us you should notify us as soon as possible so that we can resolve your query more quickly.</p> <p>5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly.</p> <p>5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.</p> <p>5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.</p>
6. Accounts	<p>You should check:</p> <p>6.1 with your financial institution whether direct debiting is available from your account or credit card as direct debiting is not available on all accounts offered by financial institutions.</p> <p>6.2 your account or credit card details which you have provided to us are correct by checking them against a recent account or credit card statement; and</p> <p>6.3 with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.</p>
7. Confidentiality	<p>7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that we have about you:</p> <ul style="list-style-type: none"> (a) to the extent specifically required by law; or (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).
8. Notice	<p>8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to P.O. Box 63, Blacktown 2148</p> <p>8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.</p> <p>8.3 Any notice will be deemed to have been received two business days after it is posted.</p>