



**Mail to:** GPO Box 2158  
Melbourne 3001  
**Phone:** 9658 9755  
**Fax:** 9658 9888  
**Email:** rates@melbourne.vic.gov.au

# Direct Debit Request

**Request and Authority to debit the account named below to pay  
City of Melbourne**

<p><b>Request and Authority to debit</b></p>	<p><b>Surname or Company name</b> _____</p> <p><b>Given names or ACN/ARBN</b> _____ (“you”)</p> <p>request and authorise <b>City of Melbourne User ID number 152635</b> to arrange for any amount <b>City of Melbourne</b> may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement [and any further instructions provided below].</p>
<p><b>Insert the name and address of financial institution at which account is held</b></p>	<p><b>Financial institution name</b> _____</p> <p><b>Address</b> _____</p> <p>_____</p>
<p><b>Insert details of account to be debited</b></p> <p><b>Credit cards are not accepted.</b></p>	<p><b>Name of account</b> _____</p> <p><b>BSB number</b>            _ _ _ _  -  _ _ _ _ </p> <p><b>Account number</b>    _ _ _ _ _ _ _ _ _ _ _ _ _ _ </p>
<p><b>Acknowledgment</b></p>	<p>By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and <b>City of Melbourne</b> as set out in this Request and in your Direct Debit Request Service Agreement.</p>
<p><b>[To be inserted at the option of the Debit User]</b></p>	<p><input type="checkbox"/> <b>Assessment No.</b>  _ _ _ _ _ _ _ _ _ _ </p> <p><input type="checkbox"/> <b>*Monthly</b> (10 equal monthly payments from September to June, due date being the last day of the month or the next working day)</p> <p>    * The June payment will be deducted 2 working days prior to 30<sup>th</sup> June.</p> <p><b>or</b></p> <p><input type="checkbox"/> <b>Quarterly</b> (4 equal payments on the due dates shown on your notice)</p>
<p><b>Insert your contact details and signature</b></p>	<p><b>Date:</b> _____</p> <p><b>Address:</b> _____</p> <p>_____</p> <p><b>Phone:</b> Home: _____</p> <p>Work: _____</p> <p>Mobile: _____</p> <p><b>Email:</b> _____</p> <p><b>Signature</b> _____</p> <p>(If signing for a company, sign and print full name and capacity for signing eg. director)</p>

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# Direct Debit Request Service Agreement

## Definitions

**account** means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited. **(excludes credit cards)**

**agreement** means this Direct Debit Request Service Agreement between *you* and *us*.

**business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by *you* to *us* is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between *us* and *you* (and includes any Form PD-C approved for use in the *transitional period*).

**transitional period** means the period commencing on the industry implementation date for Direct Debit Requests (currently 31 March 2005) and concluding 12 calendar months from that date.

**us or we** means **City of Melbourne** *you* have authorised by signing a *direct debit request*.

**you** means the customer who signed the *direct debit request*.

**your financial institution** is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

## 1. Debiting *your account*

1.1 By signing a *direct debit request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between *us* and *you*.

1.2 *We* will only arrange for funds to be debited from *your account* as authorised in the *direct debit request*.

1.3 If the *debit day* falls on a day that is not a *business day*, *will* direct *your financial institution* to debit *your account* on the following *business day*.

## 2. Changes by *us*

2.1 *We* may vary any details of this *agreement* or a *direct debit request* at any time by giving *you* at least fourteen (14) days' written notice.

## 3. Changes by *you*

3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us* on (03) 9658 9658.

3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least two weeks (14) days before the next *debit day*. This notice should be given to *us* in the first instance.

3.3 *You* may also cancel *your* authority for *us* to debit *your* account at any time by giving *us* two weeks (14) days notice in writing before the next *debit day*. *You* cannot give it to any other party, ie the bank.

## 4. *Your* obligations

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *direct debit*

*request.*

- 4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:
- (a) *you* may be charged a fee and/or interest by *your financial institution*;
  - (b) *you* may also incur fees or charges imposed or incurred by *us*; and
  - (c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct

## 5 Dispute

- 5.1 If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on (03) 9658 9658 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly.
- 5.2 If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query within seven days by arranging for *your financial institution* to adjust *your* account (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.
- 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.
- 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.

## 6. Accounts

*You* should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- (b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *direct debit request* if *you* have any queries about how to complete the *direct debit request*.

## 7. Confidentiality

- 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.
- 7.2 *We* will only disclose information that *we* have about *you*:
- (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

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to City of Melbourne, Rates & Valuations, PO Box 2158 Melbourne 3001.
- 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*.
- 8.3 Any notice will be deemed to have been received two *business days* after it is posted.