



DIRECT DEBIT REQUEST FORM

Instalment or Annual Payments

To Great Lakes Council
PO Box 450
FORSTER NSW 2428

I/We _____ authorise Great Lakes Council to arrange for funds to be debited from my/our **Savings/Cheque account** at the financial institution identified in **Schedule 1** below and, if provided, according to the details specified in **Schedule 2**.

This authorisation is to remain in force in accordance with the terms described in the (Direct Debit Request Service Agreement) **Refer Client Service Agreement**

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Great Lakes Council as set out in this Request and the Direct Debit Request Service Agreement.

Postal Address _____

_____ Telephone No. (____) _____

Schedule 1: Details of the Bank Account to be debited *(All details in schedule 1 must be supplied)*

Name of the financial institution: _____

Address of financial institution: _____

Bank Account Name (full names)

Given Name(s)						Surname(s) or Company/Business Name											
BSB No.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Bank Account No.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Schedule 2: Payment Details

This payment is for Rates & Charges on the following property:

Address of Property _____

Rate Assessment No.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Frequency of Debit: ☐ Quarterly ☐ Annually *(please tick the appropriate box)*

Commencement Date of Direct Debit: ____/____/____

Customer's Signature(s) _____

Date: ____/____/____

CLIENT SERVICE AGREEMENT

Payment of Rates & Charges by Direct Debit

Our Commitment to You Drawing Arrangements:

Council will issue a Rate or Instalment notice to you at least thirty (30) calendar days prior to each drawing. The notice will detail the amount to be drawn and the date on which it will occur.

Where the date falls on a non-business day, we will draw the amount on the next business day.

Council will not change the amount or frequency of the drawing arrangement without your prior approval.

Council reserves the right to cancel the payment of rates and charges by Direct Debit arrangement if three or more drawings are returned unpaid by your nominated Financial Institution.

Council will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.

Your Rights:

You may terminate the payment of rates and charges by Direct Debit arrangement at any time by giving written notice to Council. Council should receive such notice at least five days prior to the due date.

You may stop payment of an individual drawing under the payment of rates and charges by Direct Debit arrangement by giving written notice to Council. Council should receive such notice at least five days prior to the due date.

You may request a change to the drawing amount or frequency of drawings under the payment of rates and charges by Direct Debit arrangement by giving written notice to Council. Council should receive such notice at least five days prior to the due date.

Where you consider that a drawing has been initiated incorrectly you should take the matter up directly with Council.

Your Commitment to Council Your responsibilities:

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date. If drawings are returned unpaid by your nominated Financial Institution it is your responsibility to reimburse Council for any fees incurred.

A customer will be subject to a fee of \$22.00 for any dishonoured direct debit.

It is your responsibility to ensure that the authorisation given to Council to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where the account is based.

It is your responsibility to advise Council if the account nominated by you to receive the drawings is transferred or closed.

It is your responsibility to arrange with Council a suitable alternative payment method if either yourselves or the nominated Financial Institution cancel the Direct Debit arrangements.

PRIVACY STATEMENT: The information provided in this form may constitute personal information as defined in the Privacy and Personal Information Protection Act 1998. This information is private and confidential and council must not disclose the information to any person or body if it is not directly related to the purpose for which the information was collected.

If you have a complaint about the use of your personal information, contact council's Public Officer. The information contained or referred to in this application form may be corrected and updated by you, by contacting council.