



# Direct Debit Request



## Important Information

It is your responsibility to ensure weekly, fortnightly and monthly amounts are sufficient to cover the amount due on the due date. Additional payments using another payment method may be required if the nominated debit amount does not satisfy the amount due on or before the due date.

Payments made after the "Rate Notice data is processed as at" date printed on the rate notice are not included in the calculation of the amount due.

If your drawing is returned unsatisfied by your financial institution on two (2) occasions, Council will cancel the arrangement.

You must advise Council if you have sold the property to ensure that a scheduled direct debit payment is cancelled.

## Registered Property Owner Details

### First Property Owner

Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss

Given name(s)

Surname

### Second Property Owner (if applicable)

Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss

Given name(s)

Surname

### OR Authorised Representative(s) name(s)

Name(s)

### Contact Detail

Residential address

Suburb

Postcode

Postal address

Suburb

Postcode

Phone ☐ (W) ☐ (H)

Mobile

Email address

## Authorisation

I/We

1. have read, understood and agree to be bound by the terms of the Direct Debit Request Service Agreement;
2. request and authorise Redland City Council (APCA User ID Number 442724) to arrange for funds to be debited from the nominated account at my/our financial institution identified below through the Bulk Electronic Clearing System (BECS) for payment of Redland City Council Account(s). Debiting will occur as a periodic payment or the due date on the Rate Account(s) as nominated;
3. warrant that I am/we are the authorised signatory/signatories of the nominated Rate Account/s.

Signature

Date

Signature

Date

## Direct Debit Request Details

**Note: Weekly and fortnightly** – processed each Thursday.  
**Monthly** – processed 5<sup>th</sup> day of month or next business day.

Property 1 - Property number

(as rates notice)

What is the type of request:

☐ New ☐ Replace existing request ☐ Cancel request

What direct debit arrangement option do you require for this property: (Please tick one only)

☐ Weekly ☐ Fortnightly ☐ Monthly ☐ Due date

Direct Debit amount (min \$10)

Direct Debit start date

\$

Property address

Suburb

Postcode

Property 2 - Property number

(as rates notice)

What is the type of request:

☐ New ☐ Replace existing request ☐ Cancel request

What direct debit arrangement option do you require for this property: (Please tick one only)

☐ Weekly ☐ Monthly ☐ Fortnightly ☐ Due date

Direct Debit amount (min \$10)

Direct Debit start date

\$

Property address

Suburb

Postcode

## Bank/Financial Institution Details

Bank name

Branch

Branch location

Type of account e.g. cheque, savings (credit cards not accepted)

Account name(s) e.g. Smith, AB & CD

Bank/State/Branch BSB number: (must be 6 digits)

Account number: (must be no more than 9 digits)

Authorised signature

Authorised signature

## -Office Use Only-

Completed by

Date letter sent

FCSFS008 – 24/04/2015

**Information Privacy Act 2009** - Redland City Council is collecting your personal information in order to process this application. The information will only be used by authorised Council Officers for the purpose of this Direct Debit Request and ensuring our records are accurate. Your information will not be given to any other person or agency unless you have given us permission or we are required by law to do so.

**Redland City Council PO Box 21 Cleveland QLD 4163 | T 07 3829 8999 | F 07 3829 8765 | E DirectDebitRates@redland.qld.gov.au | W www.redland.qld.gov.au**

# Service Agreement

## Agreement Details

This is your Direct Debit Service Agreement (DDR) with Redland City Council User ID 442724 ABN 86058929428.

It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this Agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

## Definitions

**Account** means the account held at Your Financial Institution from which we are authorised to arrange for funds to be debited.

**Agreement** means this Direct Debit Request Service Agreement between You and Us.

**Banking 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.

**Us** or **We** means Redland City Council, You have authorised by requesting a Direct Debit Request.

**You** means the customer who has signed, or authorised by other means, the Direct Debit Request.

**Your Financial Institution** means the financial institution nominated by You on the Direct Debit Request at which the account is maintained.

## Debiting Your Account

By signing a Direct Debit Request, you have authorised Redland City Council 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.

We will only arrange for funds to be debited from your account as authorised on the Direct Debit Request Form

If the debit day falls on a day that is not a banking business day, we may direct your financial institution to debit your account on the following banking business day.

## Amendments by Us

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.

## Amendments by You

You may stop, amend or terminate a debit payment, by providing us with written notification to **Financial Services, Direct Debit, Redland City Council**, PO Box 21, Cleveland 4163 allowing at least seven (7) business days for processing.

**OR**

By email to [DirectDebitRates@redland.qld.gov.au](mailto:DirectDebitRates@redland.qld.gov.au)

If you wish to change your bank account details you will be required to cancel your existing Direct Debit and complete a new Direct Debit Request form.

## Notice

If you wish to notify us in writing about anything relating to this agreement, you should write to **Financial Services, Direct Debit, Redland City Council**, PO Box 21 Cleveland Qld 4163

We will notify you by sending a notice in ordinary post to the address you have provided to us in the Direct Debit Request.

Any notice will be deemed to have been received on the third business day after posting.

## Your Obligations

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.

You should check your account statement to verify that the amounts debited from your account are correct. It is your responsibility to cancel your scheduled direct debit payments on sale of property so that it does not:

- Impact on rate adjustments calculated by your solicitors for settlement
- Continue debiting to the rate account after the date of settlement of the property

## Direct Debit Rejection

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

- You may be charged a fee and/or interest by your financial institution.
- You may also incur fees or charges imposed or incurred by us; and
- 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.
- Council may, by notice to you in writing, cancel your Direct Debit Request should direct debits be repeatedly rejected by your financial institution.

## Dispute

If you believe there has been an error in debiting your account, you should notify us directly on 07 3829 8999 and confirm that notice in writing with us as soon as possible so we can resolve your dispute more quickly.

If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your dispute by arranging for your financial institution to adjust your account (*including interest and charges*) accordingly. We will notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your dispute by providing you with reasons and any evidence for this finding in writing.

## Accounts

**You should check:**

- 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.
- Your account details which you have provided to us are correct by checking them against a recent account statement or with your financial institution.
- Privacy arrangements and confidentiality.
- 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.
- We will only disclose information that we have about you:
  - To the extent specifically required by law; or
  - For the purposes of this agreement (*including disclosing information in connection with any query or claim*).