



DIRECT DEBIT REQUEST AND SERVICE AGREEMENT

Address all communication to the General Manager
Shellharbour City Council,
Locked Bag 155
Shellharbour City Centre, NSW 2529
DX 26402 Shellharbour City Centre
p. 02 4221 6111 f. 02 4221 6016
council@shellharbour.nsw.gov.au
www.shellharbour.nsw.gov.au

1. Customer(s) Authority I/WE

Name of Customer(s) giving the DDR

Authorise you

Name of Debit User: Shellharbour City Council

APCA User ID Number: 065342

To arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Service Agreement details on the reverse side of this Request.

Signature(s) _____ Date _____

2. Details of the account to be debited (All details must be supplied)

Name of the Financial Institution _____

Account Holder _____

BSB Number _____ Account Number (NOT A CREDIT CARD OR DEBIT CARD) _____

Please accept this application to pay my/our rate account by the due date, by direct debit on my/our property at:

3. Payment Details

No. _____ Street _____

Suburb _____ Post Code _____

Property ID _____

Phone Number _____

4. Frequency of Payments (Please tick one)

Yearly Quarterly

* Monthly Amount if paying monthly, fortnightly or weekly \$ _____

* Fortnightly Start date for fortnightly Friday - _____

* Weekly Start date for weekly Friday - _____

IMPORTANT If commencing a weekly, fortnightly or monthly direct debit when your account is in arrears or an instalment due date is near, you **may be charged interest** for any amount not paid by the due date. To avoid this, it is suggested a lump sum payment be made **before commencing these direct debit frequencies.**

I/We authorise the following:

- Shellharbour City Council to verify the details of the abovementioned account with my/our Financial Institution.
- The Financial Institution to release information allowing Shellharbour City Council to verify the abovementioned account details.
- I/We will advise Shellharbour City Council of the cancellation of this authority should I/we wish to stop paying by direct debit, or on sale or transfer of the property from my/our ownership, and will not hold Shellharbour City Council responsible for any action arising from not doing so.

Signed by the Customer(s) _____

PLEASE COMPLETE A SEPARATE APPLICATION FOR EACH RATE ACCOUNT YOU WISH TO DIRECT DEBIT PLEASE SEE OVER FOR SERVICE AGREEMENT DETAILS

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SHELLHARBOUR CITY COUNCIL DIRECT DEBIT

SERVICE AGREEMENT

1. Notification that payment is due

We will always provide you with an instalment reminder notice at least one month before the normal instalment payment is due. On the due date, the amount will be debited from the account you have nominated at your financial institution.

2. Direct Debit guarantee

If you dispute any amount on a bill and let us know at least 2 business days before payment is due, we guarantee we will not debit your account for the amount in dispute until the dispute is resolved. This notice will allow us enough time to resolve the problem or to halt processing of the payment.

3. Change in payment method or cancellation

You may cancel the direct debit or change your nominated account by simply letting us know at least 2 business days (or such time as agreed with you) before payment is due.

4. Privacy

We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorised representative. Council's bank may require this information however, if it needs to investigate a claim relating to an incorrect or wrongful debit.

5. Complaints

You may lodge a complaint about your direct debit by contacting Council's Rates Section on 4221 6111 and quoting the Property ID shown on your rate or instalment notice. We will respond to any complaint promptly.

6. Sufficient funds

You acknowledge that it is your responsibility to ensure that your account has sufficient clear funds on the due date of each payment to cover the amount payable. If your Direct Debit is returned unpaid by your financial institution, we will debit your rate account for any fee charged to us by our bank.

7. Due dates for payment

Weekly payments will be deducted on a Friday each week from the initial starting date nominated by you on the front of this application form. Fortnightly payments will be deducted on a Friday each fortnight from the initial starting date nominated by you on the front of this application form. Fortnightly payments will be deducted on a Friday each fortnight from the initial starting date nominated by you on the front of this application form. Monthly payments will be deducted on the last day of each month. For all payments, if the due date falls on a weekend, bank holiday, or public holiday, your payment may not be deducted until the first working day after the due date.

Direct Debit is not available on all accounts. Please check with your financial institution before completing this Direct Debit Request and Service Agreement.

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