



GREATER SHEPPARTON CITY COUNCIL RATES - DIRECT DEBIT REQUEST FORM

CUSTOMER'S AUTHORITY

I/We Customer name(s) giving direct debit request
of Customer residential address
 Postcode

Authorise and Request you the Debit User with User ID number

To arrange for funds to be debited from my/our account, held with the financial institution identified below, through BECS as described in 'The Schedule' below.

The payment is for: Contact Telephone No:

Identified by Customer Reference No(s): Refer to top right hand of Rate Notice

DETAILS OF THE ACCOUNT TO BE DEBITED

Customer Bank Details of account to be debited:

Ensure that the bank account information supplied to us is complete and correct by checking it against a recent statement from your financial institution.

Institution Name: Insert name and address of financial institution at which **your** account is held.
Institution Address:
Account Holder Name: The exact name(s) the account is in.
BSB Number: This number identifies your nominated financial institution. If in doubt, ask your branch.
Account Number:

Please check with your financial institution to ensure the account nominated will facilitate direct debiting. See 'Service Agreement' clause 5 overleaf.

PAYMENT FREQUENCY

TEN MONTHLY PAYMENTS (SEPTEMBER TO JUNE)

I wish to pay by ten equal monthly payments commencing on the last Friday of September.

CUSTOMER AUTHORISATION (The Direct Debit Authority is an ongoing Authority)

I/We have read and understood the 'Service Agreement' overleaf and acknowledge and agree to it.

I/We request this agreement remain in force in accordance with 'The Schedule' described above and in compliance with the 'Service Agreement' overleaf.

Customer(s) signature: Date:
 Date:



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RATES DIRECT DEBIT SERVICE AGREEMENT

1. Greater Shepparton City Council (the Council) will debit the BSB/Account nominated in 'The Schedule' of this Direct Debit Request as specified.
2. The Council will give not less than 30 days written notice to the customer should it propose to vary the arrangement of the Direct Debit Request.
3. In compliance with the Industry's Direct Debit Claims Process, the Council will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in 'The Schedule' of the Direct Debit Request. The Council will endeavour to resolve the matter within the Industry agreed timeframes.
4. The Council advises that Direct Debit through BECS is not available on all accounts. The customer(s) must check with their financial institution to ensure the account nominated in 'The Schedule' of the Direct Debit Request enables direct debiting and that the details are correct.
5. It is the customer(s) responsibility to ensure at all times there are sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in 'The Schedule' of the Direct Debit Request. If there are insufficient clear funds in your nominated BSB/Account you may be charged a fee and/or interest by your financial institution and you will also incur fees and/or charges imposed or incurred by the Council as per the current adopted budget Fees and Charges schedule.
6. In the event of a Direct Debit returned unpaid, the Council will write to the customer seeking alternative arrangements within 10 days. Failure to respond to the correspondence results in the cancellation of the direct debit.
7. The Council advises that the debit drawing will be made on the agreed due date as nominated in 'The Schedule' of the Direct Debit Request. When the due date is a closed business day, the Council will initiate the debit drawing on the next open business date.
A closed business day is defined as any calendar day on which the financial institutions are not open for direct debit processing. i.e. weekend, and national public holidays.
8. Customer(s) who wish to cancel the Direct Debit Request must notify the Council in writing not less than seven (7) days before the next scheduled debit drawing.
9. For all matters relating to your Direct Debit Request, including: disputes, requests for payment changes or cancellation, you should contact Council on (03) 5832 9700, or by email council@shepparton.vic.gov.au.
10. The Greater Shepparton City Council agrees to keep confidential and secure all customer(s) records and account details contained in 'The Schedule' of the Direct Debit Request.
11. Greater Shepparton City Council manages your personal information in accordance with its Privacy Policy and the Privacy and Data Protection Act 2014 (Vic.) Your personal information is collected for the purposes of processing your application, communicating with you and facilitating the operations of various other Acts of Parliament, including the Fences Act 1968. We may disclose this information, where required, to our contractors, registered valuers, adjoining owners or where there is legislative requirement. If you do not provide the requested information we may be unable to process your application. To gain access to your personal information, please contact Council on (03) 5832 9700.

Confirmation of the Direct Debit Request and a copy of this Service Agreement will be issued to the Customer(s).