

Direct Debit Form

IMPORTANT NOTICE

Western Downs Regional Council is collecting your personal information to provide the direct debit payment service you have requested. The personal information collected on this form will be used to direct debit monies from your nominated bank account for payments to Council and to confirm your identity. Your personal information will be accessed by persons who have been authorised to do so. Some of this information may be given to your Bank or financial institution for the purposes of direct debiting monies or confirming your details. Your information will not be given to any other person or agency unless required by law. Your personal information is handled in accordance with the Information Privacy Act 2009.

Customer Details *(*phone contact details and or email are required for processing purposes*)*

Surname/Company Name:		First Name:	
Primary Address:		Postal Address: (If different to Primary)	
Suburb:		Postcode:	
*Phone (H):		*Phone (M):	
Email			

Rates and Water Property Details *(*For multiple properties please provide attachment listing deduction instructions specifically for each assessment *)*


Property Address:			
Suburb:		Postcode:	


Bank Account Details

Note: From savings or cheque accounts only. Direct debiting is not available on the full range of accounts. If in doubt, please refer to your Financial Institution. *(*Multiple bank accounts will require a separate form for each bank account to be completed*)*.

Account held in name of:			
BSB Number:	-	Account Number:	
Financial Institution Name & Location:			

Deduction Instructions

	Type	Reference/ Assessment No.	Amount to Be Debited \$	Commencement Date - (Friday)	Completion Date if Required
Weekly Deduction 	Rates				
	Water				
	Gas				
	Accounts Receivable		<input type="checkbox"/> 100% (Tick) OR \$ _____ Nominated Amt		
Processed Friday					

	Type	Reference/ Assessment No.	Amount to Be Debited \$	Commencement Date - (Thursday)	Completion Date if Required
Fortnightly Deduction 	Rates				
	Water				
	Gas				
	Accounts Receivable		<input type="checkbox"/> 100% (Tick) OR \$ _____ Nominated Amt		
Processed Thursday					

Due Date	Type	Reference/ Assessment No.	Amount to Be Debited \$	Commencement Date	Completion Date if Required
Deducted every Due Date - Entire Balance	Rates		<input type="checkbox"/> 100% (tick)		
	Water		<input type="checkbox"/> 100% (tick)		
	Gas		<input type="checkbox"/> 100% (tick)		



Western Downs Regional Council - Direct Debit Request Service Agreement

- *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
- *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
- *Us or we* means Western Downs Regional Council who 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 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, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited, you should ask your financial institution.

2. Changes by us

- 2.1 We may vary or cancel 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, you may change the arrangements under a Direct Debit Request by contacting us in writing
- 3.2 You may also cancel or amend your authority for us to debit your account at any time by giving us five (5) business days notice in writing before the next debit day. This notice should be given to us, in writing, in the first instance.

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 by us; and
 - (c) your direct debit arrangement may be cancelled.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct. If you believe an error has been made in debiting your account, please contact us on (07) 4679 4000.

5. Accounts

You should check:

- (a) with your Financial Institution whether direct debiting is available from your account as direct debiting through Bulk Electronic Clearing Systems is not available on all accounts
- (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.

6. Confidentiality

- 6.1 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.
- 6.2 We will only disclose information that we have about you:
- (a) to the extent specifically required by law; or
 - (b) for the purpose of this agreement (including disclosing information in connection with any query or claim to the relevant Financial Institution)

7. Notice

If you wish to notify us in writing about anything relating to this agreement, you should write to **Western Downs Regional Council PO Box 551, DALBY QLD 4405**

Customer Signature

- I, as owner/agent/account holder for the above property request that Council alter its records to reflect the changes as indicated above. I have read & understood the terms and conditions of this Direct Debit Agreement listed above.
- I / We authorise the Financial Institution to release the information allowing **Western Downs Regional Council** to verify the details above.
- I / We will advise Council of the cancellation of this authority and will not hold the Council responsible for any action arising from my/our not doing so.
- I / We authorise **Western Downs Regional Council** (Debit User Name) 381076 (APCA ID), until further notice in writing 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) amounts which are due and payable, which **Western Downs Regional Council** (Debit User) may debit or charge me/us through the Direct Debit System.
- I / We request that you debit my/our account in accordance with amounts shown above.
- Payments will be debited at either an agreed amount or an amount you have elected to pay for rates in advance or in arrears.

Name: _____ Signature: _____ Date: / /

Name: _____ Signature: _____ Date: / /

Would you like a response? (please choose) Yes No If yes, how would you like to be responded to? Phone Email
If left blank, no response will be given

Postal address: Western Downs Regional Council, PO Box 551, DALBY QLD 4405 or Email: info@wdrc.qld.gov.au

