

Direct Debit Request

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.

Note: To cancel or amend your authority for us to debit your account at any time you must give Council five (5) business days notice, in writing before the next debit day.

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

Property Address:		
Suburb:		Postcode:

Direct Debit to apply to:

Rates
 Water
 Gas
 Accounts Receivable

Direct Debit Request Type (only one per form)

New
 Amend
 Suspend: From _____ to _____
 Cancel: After _____

Deduction Instructions
***Frequency options:**

- ⁿ Fortnightly - nominated \$ amount, processed each Thursday
- ⁿ Weekly - nominated \$ amount, processed each Friday
- ⁿ Due Date -100% account balance, processed on Due Date stated on bill

Account:	Assessment/Account no.:	Amount: (\$___ or 100%)	Frequency*:	Commencement Date:	End Date: (Optional)
Rates		\$ _____ %			
Water		\$ _____ %			
Gas		\$ _____ %			
AR		\$ _____ %			

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 an additional form to be completed for each bank account*)

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

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

Surname/Company Name:		First Name:	
Postal Address:			
Suburb:		Postcode:	
*Phone (h):		*Phone (w):	
*Phone (m):		Fax:	
*Email Address:			

I would like confirmation of my request: No Yes; Sent via: Email Phone

I would like all correspondence regarding any possible direct debit dishonours sent via: SMS Email Post



Western Downs Regional Council - Direct Debit Request Service Agreement	
Ø	<i>Account</i> means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited
Ø	<i>Agreement</i> means his Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>
Ø	<i>Business day</i> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia
Ø	<i>Debit day</i> means the day that payments by <i>you</i> to <i>us</i> is due
Ø	<i>Debit payment</i> means a particular transaction where a debit is made
Ø	<i>Direct Debit Request</i> means the Direct Debit Request between <i>us</i> and <i>you</i>
Ø	<i>Us</i> or <i>we</i> means Western Downs Regional Council <i>who you</i> have authorised by signing a Direct Debit Request
Ø	<i>You</i> means the customer who signed the <i>Direct Debit Request</i>
Ø	<i>Your Financial Institution</i> is the Financial Institution where <i>you</i> hold the <i>account</i> that <i>you</i> have authorised us to arrange debit
1.	Debiting your account
1.1	By signing a <i>Direct Debit Request</i> , <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i> . <i>You</i> should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i> .
1.2	<i>We</i> will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i> .
1.3	If the <i>debit day</i> falls on a day that is not a <i>business day</i> , we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>business day</i> . If <i>you</i> are unsure about which day <i>your account</i> has or will be debited, <i>you</i> should ask <i>your financial institution</i> .
2.	Changes by us
2.1	<i>We</i> may vary or cancel any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving <i>you</i> at least fourteen (14) days written notice.
3.	Changes by you
3.1	Subject to 3.2, <i>you</i> may change the arrangements under a <i>Direct Debit Request</i> by contacting <i>us</i> in writing.
3.2	<i>You</i> may also cancel or amend <i>your</i> authority for <i>us</i> to debit <i>your account</i> at any time by giving <i>us</i> five (5) <i>business days</i> notice in writing before the next <i>debit day</i> . This notice should be given to <i>us</i> , in writing, in the first instance.
4.	Your obligations
4.1	It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i> .
4.2	If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i> :
a)	<i>you</i> may be charged a fee and/or interest by <i>your Financial Institution</i> ;
b)	<i>you</i> may also incur fees or charges imposed by <i>us</i> ; and
c)	<i>your</i> direct debit <i>arrangement</i> may be cancelled.
4.3	<i>You</i> should check <i>your</i> account statement to verify that the amounts debited from <i>your</i> account are correct. If <i>you</i> believe an error has been made in debiting <i>your</i> account, please contact <i>us</i> on 1300 268 624.
5.	Accounts
5.1	<i>You</i> should check:
a)	with <i>your Financial Institution</i> whether direct debiting is available from <i>your account</i> as direct debiting through Bulk Electronic Clearing Systems is not available on all accounts
b)	<i>your</i> account details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent account statement; and
c)	with <i>your Financial Institution</i> before completing the <i>Direct Debit Request</i> if <i>you</i> have any queries about how to complete the <i>Direct Debit Request</i> .
6.	Confidentiality
6.1	<i>We</i> will keep any information (including <i>your account</i> details) in <i>your Direct Debit Request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.
6.2	<i>We</i> will only disclose information that <i>we</i> have about <i>you</i> :
a)	to the extent specifically required by law; or
b)	for the purpose of this <i>agreement</i> (including disclosing information in connection with any query or claim to the relevant <i>Financial Institution</i>)
7.	Notice
7.1	If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this agreement, <i>you</i> should write to <i>Western Downs Regional Council PO Box 551, DALBY QLD 4405</i> or email info@wdrc.qld.gov.au .

Customer Signature

- 1 I / We, as the 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.
- 1 I / We authorise the Financial Institution to release the information allowing *Western Downs Regional Council* to verify the details above.
- 1 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.
- 1 I / We authorise *Western Down 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 above and as prescribed above 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.
- 1 I / We request that you debit my/our account in accordance with amounts shown above.
- 1 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:

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

