

DIRECT DEBIT REQUEST

Request to establish Debit Authority within the Direct Debit System

Full Name			
Council Property Address:			Postcode:
Assessment Number/s :			
Postal Address:			Postcode:
Phone Number:	(Home):	(Mob):	
Email:			

PAYMENT DETAILS/ SCHEDULE

I hereby agree to make the following payments commencing on (insert date): ___ / ___ / ___

Payment Frequency:	<input type="checkbox"/> By 4 legislated instalments (30 Sep, 30 Nov, 28 Feb & 31 May)	<input type="checkbox"/> By 10 alternative instalments (15 th of each month between Sep and Jun)
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FINANCIAL ACCOUNT DETAILS

Account held in the Name(s) of:			
Financial Institution BSB :	BSB :		
Account Number:	Account No :		
Branch Address	<i>(Please check with your Financial Institution to ensure the account nominated will facilitate direct debiting. See attached Service Agreement Clause 6))</i>		

ACKNOWLEDGEMENT

- I agree to contact the Council in writing if I am unable to maintain this agreement.
- The "Service Agreement" has been read, understood and I/we acknowledge that I/we agree to the terms of the agreement.
- This agreement is to remain in force in accordance with the "Direct Debit Schedule" described above and in compliance with the "Service Agreement".
- The Debit User (Golden Plains Shire Council) may verify the details of the abovementioned account with my/our Financial Institution.
- The Financial Institution to release information allowing the Debit user (Golden Plains Shire Council) to verify abovementioned account details.

Direct Debit Authorisation

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

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

Customer Name(s)			
Customer 1 Signature:		Date:	___ / ___ / ___
Customer 2 Signature:		Date:	___ / ___ / ___

If a person is signing this notification on behalf of another person, the person signing acknowledges that providing false or misleading information to Council is a fraudulent offence. Personal information collected on this form shall be used by Council's Rates and Property team to allow provision of Rates and Property Services. Council may disclose your information to other internal departments in order to provide property related services, or as required under relevant legislation (Fences Act 1968) and will not be disclosed to any external party without your consent, unless required to do so by law. If you do not provide us with all required information Council may not be able to accept the application. You have the right to access your personal information and make any necessary corrections. If you have any queries or wish to gain access to amend your information please contact Golden Plains Shire's Privacy Officer on (03) 5220 7111 or enquiries@gplains.vic.gov.au. Council will comply with its Privacy Policy and Information Privacy Principles in schedule 1 of the Privacy and Data Protection Act 2014 and the Health Records Act 2001 in relation to the use, storage and disclosure of information. If you have any queries regarding this Privacy Statement, please contact the Privacy Officer in writing to enquiries@gplains.vic.gov.au or PO Box 111, Bannockburn 3331.

Golden Plains Shire Council Service Agreement: Direct Debit Arrangements

1. Golden Plains Shire Council (the "Debit User") will debit the BSB/Account nominated in The Schedule of this Direct Debit Request as specified.
2. Golden Plains Shire Council will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.
3. Customer(s) wishing to vary the drawing account details specified in The Schedule of this Direct Debit Request must provide signed authority for such changes to be effected.
4. If you believe that there has been an error in debiting your account, you should notify Council directly on 5220 7111 and confirm that notice in writing to Council as soon as possible. In compliance with the Industry's Direct Debit Claims Process, Golden Plains Shire Council will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. Golden Plains Shire Council will endeavour to resolve this matter within the Industry agreed timeframes. Customer(s) may visit any branch of their financial institution and complete a "Direct Debit System Claim Request" form to initiate the process.
5. Golden Plains Shire Council advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.
6. It is the customer(s) responsibility to ensure at all times there is 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 this Direct Debit Request.
7. Golden Plains Shire Council advises the debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day Golden Plains Shire Council will initiate the debit drawing on the next open business date. Customer(s) may direct processing inquiries to their financial institution.
8. A closed business day is defined as any calendar day on which the customer(s) financial institution is not open for direct debit processing. That is
 - Weekends
 - Public Holiday- State
 - Public Holiday- National
9. Where an unpaid debit item is returned by the customer(s) Ledger FI, Golden Plains Shire Council will, apply an Outward Dishonour Fee to the customer(s) account.
10. You will be advised of any dishonour transactions via letter, and after two (2) consecutive dishonour transactions, the Direct Debit will be cancelled.
11. Customer(s) who wish to cancel this Direct Debit Request must notify Golden Plains Shire Council in writing not less than 7 days before the next scheduled debit drawing. This request may be directed to Golden Plains Shire Council or to a customer (s) financial institution.
12. Golden Plains Shire Council requests the customer(s) to direct all enquiries, disputes, request for payment changes or cancellation directly to Council.
13. Annual rate notices and rate instalment reminder notices, for the 4 legislated instalment dates will be issued either electronically to your email address (if you have registered) or by ordinary post to the billing address recorded on your property file.
14. Golden Plains Shire Council agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorized to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.