

DIRECT DEBIT REQUEST

OWNER & PROPERTY DETAILS

| | | | | |
|------------------------|--|-------------------|-------------|-----------|
| Property Id | | Legal Description | | |
| Property Owner Surname | | | Given Names | |
| Residential Address | | | | Post Code |
| Contact Number | | | | |
| Email Address | | | | |

APPLICANT DETAILS

| | | | | |
|-------------------|--|-------------|--|-----------|
| Applicant Surname | | Given Names | | |
| Postal Address | | | | Post Code |
| Contact Number | | | | |
| Email Address | | | | |

IMPORTANT NOTICE – Privacy Statement

Scenic Rim Regional Council is collecting your personal information on this form in order to process your direct debit payment. Some of this information may be given to your financial institution for the purpose of processing your direct debit. Your information will not be given to any other person or agency unless you have given us permission or we are required by law. Your personal information is handled in accordance with the Information Privacy Act 2009.

TYPE OF REQUEST

| | | |
|----|---------------------------------|-----------------------------|
| 1. | New Direct Debit | Complete section 1 and sign |
| 2. | Amend existing amount | Complete section 2 and sign |
| 3. | Cancel an existing direct debit | Complete section 3 and sign |
| 4. | Change bank account details | Complete section 4 and sign |

SECTION 1 - NEW DEBIT REQUEST

I/We request and authorise Scenic Rim Regional Council (the User) (User ID number 149241) to arrange for funds to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and to the schedule specified below to pay Scenic Rim Regional Council.

FINANCIAL INSTITUTION DETAILS

| | | | |
|------------------------------|---|--------|--|
| Financial institutional name | | Branch | |
| Name on Account | | | |
| BSB number | BSB number (Must be 6 digits) <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> | | |
| Account number | (Card Numbers are not accepted) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | | |
| Amount to be debited | <input type="checkbox"/> Fortnightly \$..... OR <input type="checkbox"/> On Due Date (Amount Due Debited) | | |

Acknowledgement - By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Scenic Rim Regional Council as set out in this Request and in your Direct Debit Request Service Agreement.

Applicant/s Signature _____ **Applicant/s Signature** _____ **Date** _____ **Date** _____
(If signing for a company, sign and print in full name and capacity for signing eg Director)

Please ensure that Page 1 is attached.

SECTION 2 - AMENDMENT TO AMOUNT OF EXISTING DIRECT DEBIT

I/We request and authorise Scenic Rim Regional Council to amend my/our existing amount as follows:-

| | | | |
|-------------------------|---------|-------------------|---------|
| Existing amount: | \$..... | New Amount | \$..... |
|-------------------------|---------|-------------------|---------|

Applicant/s Signature _____ **Applicant/s Signature** _____ **Date** _____ **Date** _____

(If signing for a company, sign and print in full name and capacity for signing eg Director) _____

SECTION 3 - CANCELLATION OF EXISTING DIRECT DEBIT

I/We request and authorise Scenic Rim Regional Council to cancel my/our existing direct debit from the date of

____/____/____

Applicant/s Signature _____ **Applicant/s Signature** _____ **Date** _____ **Date** _____

(If signing for a company, sign and print in full name and capacity for signing eg Director) _____

SECTION 4 - NEW BANK ACCOUNT DETAILS

CANCELLATION OF PREVIOUS DIRECT DEBIT IS AUTOMATIC

I/We request and authorise Scenic Rim Regional Council (the User) (User ID number 149241) to arrange for funds to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and to the schedule specified below to pay Scenic Rim Regional Council

FINANCIAL INSTITUTION DETAILS

| | | | |
|-------------------------------------|---|---------------|--|
| Financial institutional name | | Branch | |
| Name on Account | | | |
| BSB number | BSB number (Must be 6 digits) <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> | | |
| Account number | (Card Numbers are not accepted) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | | |
| Amount to be debited | <input type="checkbox"/> Fortnightly \$..... OR <input type="checkbox"/> On Due Date (Amount Due Debited) | | |

Acknowledgement - By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Scenic Rim Regional Council as set out in this Request and in your Direct Debit Request Service Agreement.

Applicant/s Signature _____ **Applicant/s Signature** _____ **Date** _____ **Date** _____

(If signing for a company, sign and print in full name and capacity for signing eg Director) _____

TO SUBMIT YOUR FORM TO COUNCIL

| | | | |
|------------------|---|--|----------------|
| By Mail | Scenic Rim Regional Council, PO Box 25, BEAUDESERT QLD 4285 | | |
| By E-Mail | mail@scenicrim.qld.gov.au | | |
| In Person | Beaudesert Customer Service Centre Boonah Customer Service Centre Tamborine Mountain Library & Customer Service | 82 Brisbane Street, Beaudesert 70 High Street, Boonah Cnr Main St & Yuulong Rd, Tamborine Mountain | |
| Phone | (07) 5540 5111 | Fax | (07) 5540 5103 |

DIRECT DEBIT REQUEST SERVICE AGREEMENT

This is your Direct Debit Service Agreement with **Scenic Rim Regional Council, user ID 149241 & ABN 45 596 234 931** (the Debit User). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

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*.

banking 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 written, verbal or online request between *us* and *you* to debit funds from your account.

us or **we** means **Scenic Rim Regional Council** (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

you means the customer who has authorised the *Direct Debit Request*.

your financial institution means the financial institution at which you hold the *account* you have authorised us to debit.

Becs means Bulk Electronic Clearing System

1. Debiting your account

1.1 By submitting a *Direct Debit Request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. The *Direct Debit Request* and this *agreement* set out 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*.

or

We will only arrange for funds to be debited from *your account* if we have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.

1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited you should ask *your financial institution*.

2. Amendments by us

2.1 We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least **30 (thirty) days** written notice sent to the preferred email or address you have given us in the Direct Debit Request. Exceptions being 9.2 and 9.7

3. How to cancel or change direct debits

3.1 You can:

- a) Cancel or suspend the Direct Debit Request; or
- b) change, stop or defer an individual payment, or at any time by giving us at least **14 days'** notice.

To do so, contact us at

PO Box 25
Beaudesert Qld 4285
mail@scenicrim.qld.gov.au
or

You can also contact your own financial institution, which act promptly on your instructions.

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) we may charge you reasonable costs incurred by us on account of there being insufficient funds; and
- c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

5.1 If you believe there has been an error in debiting your account, you should notify us directly on mail@scenicrim.qld.gov.au. Alternatively you can contact your financial institution for assistance.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging within a reasonable period for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

6. Accounts

You should check:

- a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.
- 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.

7. Confidentiality

7.1 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.

7.2 We will only disclose information that we have about you:

- a) to the extent specifically required by law; or
- b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Contacting each other

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to:

PO Box 25
Beaudesert Qld 4285

mail@scenicrim.qld.gov.au

8.2 We will notify you by sending a notice to the preferred address or email you have given us in the Direct Debit Request. Any notice will be deemed to have been received on the second banking day after sending.

9. Important Notes:

9.1 You are required to advise us if the nominated account is transferred or closed.

9.2 It is your obligation to cancel your direct debit should a contract of sale be signed on the property for which the direct debit request has been processed.

(a) Should a cancellation not be received, upon receipt of a rates financial certificate request any current direct debit (fortnightly and due date) will be cancelled to avoid invalidating any rates adjustment calculated by solicitors on settlement. Should the sale fall through a new direct debit request form will need to be completed

9.3 Arrears of Rates – It should be noted that the fortnightly payment option does not constitute a payment agreement.

9.4 Rate Reminder notices will issue if a balance remains payable after the due date

9.5 Discount will not be granted if insufficient funds are received by Council by the due date.

9.6 It is your responsibility to ensure that the fortnightly amount and frequency are sufficient to ensure discount is granted on the due date. Additional payment/s using another payment method may be required if the nominated debit amount and frequency does not satisfy the amount due on or before the due date.

9.7 If your drawing is returned as unsatisfied by your financial institution on three (3) occasions in a financial year period, Council will cancel the arrangement.

9.8 Direct Debit deductions will continue unless cancellation in writing is received by Council. The only exception to this is 9.2 or 9.6 above.

9.9 Due Date direct debits do not apply to any Pro Rata Supplementary Rate Notices issued. These must be paid separately.

9.10 If your drawing is returned unsatisfied by your financial institution, the amount will be reinstated to your rate assessment with any discount applicable being forfeited.