

## DIRECT DEBIT REQUEST AND SERVICE AGREEMENT - RATES

### 1 Customer Authority

Name of Customer(s) giving the DDR

I / We

Authorise

Name of Debit User  
**Bathurst Regional Council**

APCA User ID Number  
**7436**

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).

This Authorisation is to remain in force in accordance with the terms described as per the Service Agreement attached to this Request.

Signature

Signature

Telephone No

Date / /

### 2 Details of the account to be debited

Financial Institution

Account Name

BSB Number

Account Number

### 3 Payment Details

Please accept this application to pay my/our rate account by the due date, by direct debit on my property at

Number

Street

Suburb

Postcode

Assessment No

**Please tick below to indicate your chosen method of payment:**

☐ Full Payment (Total amount due on Rate Notice)

☐ Quarterly payment (amount on Instalment Notice)

OR a fixed amount

☐ Monthly

☐ Fortnightly

☐ Weekly

\$ . (agreed between you & Council)

Starting on

/ /

(date for payments to start)

**I/We authorise the following:**

1. Bathurst Regional Council to verify the details of the above mentioned account, with my/our Financial Institution.
2. The Financial Institution to release information allowing Bathurst Regional Council to verify the above mentioned account details.
3. I/We advise Bathurst Regional Council of the cancellation of this authority should I/we wish to stop paying by direct debit and will not hold Bathurst Regional Council responsible for any action arising from not doing so.

Signature

Signature

**PLEASE COMPLETE A SEPARATE APPLICATION FOR EACH RATE ACCOUNT YOU WISH TO PAY BY DIRECT DEBIT**

*The information on this form is being collected to allow Council to process your application and/or carry out its statutory obligations. All information collected will be held by Council and will only be used for the purpose for which it was collected. An individual may view their personal information and may correct any errors.*

# **BATHURST REGIONAL COUNCIL DIRECT DEBIT SERVICE AGREEMENT**

## **1. Notification that payment is due**

*We will always provide you with a bill at least one month before payment is due. The amount will be debited from the account you have nominated at your financial institution as agreed.*

## **2. Direct Debit guarantee**

*If you dispute any amount on a bill and let us know at least 2 business days before payment is due, we guarantee we will not debit your account for the amount in dispute until the dispute is resolved. This notice will allow us enough time to resolve the problem or to halt processing of the payment.*

## **3. Change in payment method or cancellation**

*You may cancel the direct debit or change your nominated account by simply letting us know at least 2 business days (or such time as agreed with you) before payment is due.*

## **4. Privacy**

*We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorised representative. Council's bank may require this information however, if it needs to investigate a claim relating to an incorrect or wrongful debit.*

## **5. Complaints**

*You may lodge a complaint about your direct debit by contacting Council's Rate Section on 63336132 and quoting the assessment number shown on your rate or instalment notice. We will respond to any complaint promptly.*

## **6. Sufficient Funds**

*You acknowledge that it is your responsibility to ensure that your nominated account has sufficient clear funds on the due date of each instalment to cover the amount payable. If your Direct Debit item is returned unpaid by your financial institution, Council may charge an administration fee (as listed on Council's "Schedule of Fees and Charges"), plus any fee charged by Council's financial institution.*

## **7. Due dates for payment**

*If the due date falls on a weekend, bank holiday, or public holiday, your payment may not be deducted until the first working day after the due date.*

## **8. Balance less than five dollars**

*Bathurst Regional Council will not debit any amount from your account if the balance of rates and charges is less than five dollars.*

**Direct Debit is not available on all accounts. Please check with your financial institution before completing this Direct Debit Request and Service Agreement.**

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