

ACCOUNTS RECEIVABLE DIRECT DEBIT REQUEST (DDR)

Customers' Authority:

I/We _____
Name of Customer(s) giving the DDR

I/We would like to apply to pay my/our Sundry Debtor Account/s by direct debit as follows (*please tick the appropriate box*):

Fortnightly

Amount of payment \$_____ Date of first deduction _____

Please Note: When advising Council of the date on which you wish to commence direct debit deductions please allow at least two weeks after your application date and please note that **fortnightly deductions will only be made by Council on a Friday.**

APPLICANT'S DETAILS:

1. Applicant's name: _____
2. Debtor Name (as per invoice): _____
3. Applicant's postal address: _____
4. Applicant's e-mail address: _____
5. Applicant's contact telephone number: _____
6. Debtor Account No & Category eg: 11111.01 _____
7. Any additional relevant information: _____

RATEPAYER'S BANK ACCOUNT DETAILS ('Bank' means any Financial Institution):

I/We authorise the following:

1. The Debit User to verify the details of the account, with my/our Financial Institution.
2. The Financial Institution to release information allowing the Debit User, to verify the account details.

Name of Bank from which deduction will be made: _____

Account holder's name on bank account from which deduction will be made:

Name of Branch from which deduction will be made: _____

BSB Number:

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 Account Number: _____

Authorises and requests Bundaberg Regional Council (APCA User ID Number 207640) to arrange for funds to be debited from my/our account at the financial institution identified above and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the Service Agreement.

(Signature of Bank Account holder) (Date of Application)

(Signature of Joint Bank Account holder- if applicable) (Date of Application)

I HAVE READ AND ACCEPTED THE DETAILS OUTLINED IN THE SERVICE AGREEMENT (Page 2)

DIRECT DEBIT REQUEST SERVICE AGREEMENT BETWEEN BUNDABERG REGIONAL COUNCIL AND THE CUSTOMER PAYING BY DIRECT DEBIT

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Bundaberg Regional Council (A.B.N 72 427 835 198) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account with the amount requested by you to be deducted for sundry debtor accounts. No interest or Council administration fees will be charged on Accounts that have a Direct Debit in place. We authorise that Council and my Financial Institution are able to release information for the sole purpose of verifying my account details.

Drawing arrangements

- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date. If you are unsure about which day your account has or will be debited you should ask your financial institution.
- Please ensure sufficient funds are available for deductions.
- If you wish to discuss any changes to the initial terms of your Direct Debit Request, please contact the Council's Revenue Section by phone on 1300 883 699, fax on (07) 4150 5410, by e-mail at ceo@bundaberg.qld.gov.au, in writing to PO Box 3130, BUNDABERG QLD 4670, or in person at any Council office.
- The customer will be advised 14 days in advance of any changes to the Direct Debit arrangements.

Your rights

Changes to the arrangement

If you would like to make changes to the drawing arrangements, please advise Council in writing by e-mail at ceo@bundaberg.qld.gov.au, or by letter to PO Box 3130, BUNDABERG QLD 4670. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the Direct Debit Request; or
- Cancelling the Direct Debit Request completely.

Advice of any changes must be received by Council at least five working days prior to the next scheduled drawing date.

Enquiries

Please direct all enquiries regarding your direct debit to Council in the first instance. Please note stop and cancellation requests can also be directed to your financial institution. All communication addressed to Council should include your Name, Debtor Number and name the debt was raised under. Any enquiries should be made at least five working days prior to the next scheduled drawing date.

All personal customer information held by Council will be kept confidential to be disclosed only at the request of the customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Council by any of the methods noted above.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact Council to resolve your disputed drawing prior to involving them.

Your commitment to us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits through BECS
- Account details should be checked against a recent statement from its Financial Institution before completing the DDR.
- That on the drawing date there is sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed.
- Please contact Council or your financial institution if you are uncertain about how to complete the DDR.

If your drawing is returned or dishonoured by your financial institution, Council will send you a letter requesting payment / re-draw after a nominated period. If your drawing is returned or dishonoured more than twice in any financial year, your direct debit will be cancelled and this payment option will no longer be available to you. Any transaction fees payable by Council in respect of dishonour will be added to your rate account and you will be liable for payment thereof.