

Application for direct debit arrangement

Rates and Valuations



Folder 119214 Workflow Rates - Direct Debit Doc ID _____ Box No _____

Use this form to request and authorise the debit to the account named below to pay North Burnett Regional Council for rates payments. Please note that if direct debit is to be deducted from a joint bank account, both parties are required to sign the application.

CUSTOMER DETAILS

Surname		Given names	
Company name		Your reference	
Postal address		State	Postcode
Contact number	Email address		

PROPERTY DETAILS

Assessment number	Property address
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BANK ACCOUNT DETAILS

Bank name and branch	Account name
Account BSB	Account number

SCHEDULE DETAILS

Application type <input type="radio"/> New <input type="radio"/> Amendment <input type="radio"/> Cancellation	Amount to be debited per payment \$ _____	Start date _____
Debiting schedule <input type="radio"/> Every week <input type="radio"/> Every month <input type="radio"/> Every fortnight <input type="radio"/> On the due date of every rates and water notice		

DECLARATION

I/We, _____ request and authorise North Burnett Regional Council (Debit ID 322059) to arrange, through its own financial institution, for any amount North Burnett Regional Council may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified above and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement.

Signed	Dated
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LODGEMENT OF YOUR APPLICATION

MAIL Chief Executive Officer, PO Box 390, Gayndah, Qld 4625
EMAIL admin@northburnett.qld.gov.au TELEPHONE 1300 MY NBRC (1300 696 272)
IN PERSON Visit our customer administration offices 8.30am – 4.30pm (closed 11.30am – 12.30pm)

Direct debit request Service Agreement

Rates and Valuations



The following is your Direct Debit Service Agreement with the North Burnett Regional Council, ABN 23 439 388 197. The agreement is designed to explain 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. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request and should be read before signing the Direct Debit Request form.

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 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 Direct Debit Request between *us* and *you*.
- **us** or **we** means North Burnett Regional Council, (the Debit User) *you* have authorised by signing a *Direct Debit Request*.
- **you** means the customer who has signed or authorised by other means the *Direct Debit Request*.
- **your financial institution** means the financial institution nominated by *you* on the *Direct Debit Request* at which the *account* is maintained.

DEBITING YOUR ACCOUNT

- By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.
- *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.
- 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*.

AMENDMENTS BY US

- *We* may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen (14) days written notice.

AMENDMENTS BY YOU

- *You* may change, stop or defer a debit payment, or terminate this agreement by providing *us* with at least fourteen (14) days notification by:
 - a) writing to *Chief Executive Officer, North Burnett Regional Council, PO Box 390, GAYNDAH QLD 4625*, or
 - b) telephoning *us* on 1300 696 272 and asking to speak to your local rates officer, or
 - c) arranging it through *your financial institution*.

YOUR OBLIGATIONS

- 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*.
- 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) *you* may also incur fees or charges imposed or incurred by *us*; 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*.
- *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.
- If North Burnett Regional Council is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then *you* agree to pay North Burnett Regional Council on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

DISPUTE

- If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly by telephone on 1300 696 272 (ask to speak with your local rates officer) and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly. Alternatively, *you* can take it up with *your financial institution* direct.
- If *we* conclude as a result of *our* investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging 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.
- 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.

ACCOUNTS

- *You* should check:
 - a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available 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*.

CONFIDENTIALITY

- *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.
- *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).

NOTICE

- If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to
- North Burnett Regional Council, Chief Executive Officer, Po Box 390, Gayndah QLD 4625.
- *We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.
- Any notice will be deemed to have been received on the third *banking day* after posting.