

# Direct Debit Request

## 1. Customer (s) Authority

I/We

Name of Customer (s) giving the DDR

Authorise

Name of Debit User APCA User ID Number

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 payment details in Section 3 below.

## 2. Details of the Account to be Debited (All details must be supplied)

Name of the Financial Institution & Branch

Account Name

BSB number  Account number

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

Address

Email

Phone  Property Number

## 3. Payment Details (Please tick below to indicate your chosen method of payment)

- Quarterly Instalments (amount stated on Quarterly Instalment Notice)
- Special arrangements to pay (as agreed by you and Hawkesbury City Council)

I/We authorise the following:

1. The Hawkesbury City Council verify the details of the abovementioned account with my/our Financial Institution.
2. I / We will advise Hawkesbury City Council of the cancellation of this authority in writing should I/We wish to stop paying direct debit, or on sale or transfer of the property from my/our ownership, and will not hold Hawkesbury City Council responsible for any action arising from not doing so.

**Please ensure that all account signatories sign this form as per method of operation.**

Account Owner Signature  Date

Account Owner Signature  Date

Daytime Contact Phone No

**Please complete a separate application for each account you wish to pay by direct debit**

### **Direct Debit Request Service Agreement**

1. Hawkesbury City Council offers the Direct Debt payment option for quarterly instalment payments and those ratepayers who have a regular payment arrangement with Council. This facility is **NOT** available for **CREDIT CARDS**.
2. Where the amount of payment due varies from bill to bill, we will always provide you with a bill at least 10 working days (or such time as agreed with you) before payment is due. On the due date, the amount will be debited from the account you have nominated at your financial institution.
3. Where the amount of payment due is "fixed" according to a pre-agreed arrangement, we will always notify you at least 10 working days (or such time as agreed with you) before the due date if there is a change in the amount to be paid.
4. If you dispute any amount on a bill, or on a notification of payments due under a pre-agreed arrangement, 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. Notification to be sent to PO Box 146 Windsor 2756.
5. You may cancel, defer, alter and stop the direct debit, or change your nominated account by simply letting us know in writing at least two business days (or such time as agreed with you) before payment is due. Notification to be sent to PO Box 146 Windsor 2756 or [council@hawkesbury.nsw.gov.au](mailto:council@hawkesbury.nsw.gov.au)
6. 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.
7. We will provide you with contact details for lodging complaints when the direct debit is established, and these details will be repeated on regular bills. We will respond to any complaint within 5 business days.
8. Direct Debiting through Bulk Electronic Clearing System (BECS) is not available on the full range of accounts. Accounts such as: Credit Card of any kind, and certain bank accounts (e.g. Passbook Accounts) can NOT be used for Hawkesbury City Council's Direct Debiting Payment method. If you are in doubt that your account is suitable, please contact your financial institution. Please also check your account details against a previous statement.
9. You must ensure that you have sufficient clear funds available in the relevant account by the due date to permit the payment of the direct debit. Insufficient funds will attract a Dishonour Fee according to Hawkesbury City Council's Fees & Charges.
10. If a payment dishonours the direct debit will be cancelled. A new Direct Debit application will need to be completed if you would like to continue paying by direct debit.
11. When the due date for payment falls on a day, which is not a Business Day, it is taken to be due on the next Business Day. Any inquiries please call Council's Customer Experience on 4560 4444.
12. The privacy provision as outlined in Item 5 above applies; however, the Bank may require information to be provided in connection with a claim made relating to an alleged incorrect or wrongful debit.
13. Any enquiries regarding this Direct Debit Request are to be referred to Council's Customer Experience on 4560 4444.

#### **Privacy Notice**

Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.