

# Quarterly Council Rates

## Direct Debit Request

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### Property Details

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Assessment Number: .....

Property Address: .....

Property Owner: .....

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### Your Details

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Surname: .....

Given Names: .....

Contact Number: .....

Email Address: .....

**Request and Authority to debit the account named below to pay quarterly Council rates plus any outstanding amounts on the date the quarterly instalment falls due commencing:**

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

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### Bank Account Details

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I/We request and authorise the Campbelltown City Council (Debit User ID411180) to arrange, through its own financial institution, a debit to your nominated account below with any amount the Campbelltown City Council has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Name of Bank or Financial Institution: .....

Branch: .....

BSB Number (6 digits): \_\_\_\_ - \_\_\_\_

Account Number: .....

Name of Account: .....

### Acknowledgment

By **signing** and/or providing us with a **valid instruction** in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **Campbelltown City Council** as set out in this Request and in your Direct Debit Request Service Agreement.

Signature: ..... Date: .....

Signature: ..... Date: .....

*Wet signature required; electronic signatures are not accepted by the bank.*

# Direct Debit Request Service Agreement

The following is your Direct Debit Service Agreement with **Campbelltown City Council ABN 37 379 133 969**. 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 (DDR) and should be read in conjunction with your DDR 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 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 Direct Debit Request between us and you.

**Us** or **We** means Campbelltown City Council (the Debit User) you have authorised by requesting 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 DDR at which the account is maintained.

### 1. Debiting your account

**1.1** 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.

**1.2** We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

**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.

### 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 fourteen (14) days written notice.

### 3. Amendments by you

**3.1** You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days notification by writing to:  
Campbelltown City Council  
PO Box 1, Campbelltown SA 5074  
or mail@campbelltown.sa.gov.au

**3.2** Request for stops or cancellations may be directed to your financial institution also.

### 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) 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.

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

**4.4** If you are uncertain as to when the debit will be processed against your account, you should enquire directly with your financial institution.

### 5. Dispute

**5.1** If you believe that there has been an error in debiting your account, you should notify us directly on 08 8366 9222 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.

**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 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, through BECS, 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.

### 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. Notice

If you wish to notify us in writing about anything relating to this agreement, you should write to: PO Box 1, Campbelltown SA 5074 or mail@campbelltown.sa.gov.au

**8.1** If you wish to notify us in writing about anything to this agreement, you should write to Campbelltown City Council PO Box 1 Campbelltown SA 5074 or mail@campbelltown.sa.gov.au.

**8.2** We may send notices either electronically to your email address or by ordinary post to the address you have given us.

**8.3** If sent by mail, communications are taken to be received on the day they would be received in the ordinary course of post.