



# RATES AND WATER NEW DIRECT DEBIT REQUEST

## SECTION A Property Details

Assessment number:

Property owner name: \_\_\_\_\_

Property address: \_\_\_\_\_

## SECTION B Contact Information

Name: \_\_\_\_\_

Postal address: \_\_\_\_\_

Would you like this postal address as your mailing address for Rates and Water Notices? (Please tick if "YES")

Email: \_\_\_\_\_

Daytime No: \_\_\_\_\_ Mobile No: \_\_\_\_\_

## SECTION C Bank Account Details (credit card details not accepted)

Account name: \_\_\_\_\_

Bank & Branch: \_\_\_\_\_

BSB No:

Account No:

## SECTION D RATES Payment Schedule \*(refer to calendar for extraction dates)

Quarterly (Due Date on Rates Notice)

Monthly - Rates only (Preferred Day)\*

Weekly (Preferred Day)

Fortnightly (Preferred Day)\*

Amount: \$ \_\_\_\_\_ .00 Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## SECTION E WATER USAGE Payment Schedule \*(refer to calendar for extraction dates)

Quarterly (Due Date on Water Notice)

Fortnightly (Preferred Day)\*

Weekly (Preferred Day)

Amount: \$ \_\_\_\_\_ .00 Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## SECTION F Declaration

I/We Authorise Bogan Shire Council (User ID:429456) to arrange for funds to be debited from my/our nominated bank account at the financial institution identified above through the Bulk Electronic Clearing System (BECS) I/We agree to the attached Service Agreement, which I/We have read and understood.

Bank account holder(s) signature(s):x \_\_\_\_\_ x \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**This agreement is to remain in force in accordance with the terms described in the Service Agreement.**

If you need any help completing this form, please call customer service on (02) 6835900 You can fax, email or post your completed form to the following: Fax: (02) 68359011 Email: admin@bogan.nsw.gov.au Post: PO Box 221, Nyngan, NSW, 2825

# DIRECT DEBIT REQUEST SERVICE AGREEMENT

**Bogan Shire Council**  
**81 Cobar Street**  
**PO Box 221**  
**NYNGAN NSW 2825**

**Phone: 02 6835 9000**  
**Fax: 02 6835 9011**

## 1. 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.

## 2. Notification that payment is due

Where the amount of payment due varies from bill to bill, we will always provide you with a bill at least 10 business 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.

Where the amount of payment due is "fixed" according to a pre-agreed arrangement, we will always notify you at least 10 business days (or such time as agreed with you) before the due date if there is a change in the amount to be paid.

## 3. Direct debit guarantee

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 7 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.

## 4. Amendments by Council

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

## 5. Amendments by you

You may change\*, stop or defer a debit payment, or terminate this agreement by providing us with at least 14 days notification in writing to the above address

or

by telephoning us on 68359000 during business hours

or

arranging it through your own financial institution which is required to act promptly on your instructions.

\*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising Bogan Shire Council your new account details.

## 6. Privacy

We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorized representative.

## 6. Dispute

- 6.1 If you believe that there has been an error in debiting *your account*, you should notify us directly at the above address or phone number 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 directly with your financial institution.
- 6.2 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.
- 6.3 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.

## 7. 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*.

## 8. Sufficient Funds

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. When a direct debit item is returned as unpaid, the related fees from the bank are also included. These related fees will be debited your account as well as an administration fee of \$20-00 each time your payment is dishonoured. If your direct debit is dishonoured three times or more within a financial year Council will cancel your request for a Direct Debit.

## 9. Due Date

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 enquiries please call Council's Rates Department on 6835 9000.