

Rates Direct Debit Request



Please forward completed request forms to **Rates Department, PO Box 58, Footscray 3011** or email your completed request form to email@maribyrnong.vic.gov.au

Applicant details

Property assessment number

Property location

First name

Last name

Residential address

Suburb

Postcode

Phone

Email

Direct debit nominated account

I/We request and authorise Maribyrnong City Council, to arrange, through its own financial institution, for any amount Maribyrnong City Council may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below and over page).

Account name(s)

BSB

Account number

Payment details

Please note for monthly direct debits you will need to contact Council's Rates Department to assist you in calculating the payment amount to nominate.

Select the preferred method of payment

PAY FULL AMOUNT on first installment due date (30 September)

MONTHLY payments of \$ _____ 1st of each month
15th of each month

FORTNIGHTLY payments of \$ _____ (1st & 15th of each month)

INSTALMENT 1 2 3 4

Acknowledgement and authority

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Maribyrnong City Council, as set out in this request and in your Direct Debit Request Service Agreement.

Signature

Date

Privacy statement

Maribyrnong City Council is committed to its obligations in protecting your personal information pursuant to the *Privacy and Data Protection Act 2014*. The personal information requested on this form is being collected by Maribyrnong City Council for the purpose of considering a direct request service agreement. The information will be used by Council for this primary purpose or directly related purposes. Council may not be able to assist/provide a service as a consequence should this information not be provided. Council will not disclose your personal information to any third party unless required to do so by law. Requests for access to and/or amendment of the information provided may be made to Council's Privacy Officer on 9688 0200. For more information please refer to Council's Privacy Policy, available for download from Council's website at www.maribyrnong.vic.gov.au

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.
- **Business 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 (and includes any Form PD-C approved for use in the transitional period).
- **Us or we** means Maribyrnong City Council (the Debit User) you have authorised by signing a direct debit request.
- **You** means the customer who signed the direct debit request.
- **Your financial institution** means the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting Your Account

- 1.1 By signing a direct debit request, 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 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.
- 1.3 If the debit day falls on a day that is not a business day, your account will be debited on the following business day.

2. Changes 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. Changes By You

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on Maribyrnong City Council.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days' notice in writing before the next debit day. This notice should be given to us in the first instance.

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.
 - (c) you must arrange for the debit payment to be made by another method.
 - (d) you will be taken off without notice if your payment is dishonoured twice.

- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 If Maribyrnong City Council is liable to pay the goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay Maribyrnong City Council on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Disputes

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 03 9688 0200 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 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.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

- 6.1 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.

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

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Manager Rates, Maribyrnong City Council, PO Box 58, West Footscray VIC 3012 or email to email@maribyrnong.vic.gov.au.
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received on the third business day after posting.