



# Direct Debit Request Service Agreement



(This form is a standalone document a copy of which will be provided to the customer(s) described in the SERVICE AGREEMENT upon acceptance by Darwin City Council)

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

I/We \_\_\_\_\_ A.C.N. (if applicable) \_\_\_\_\_ (The Customer) hereby request City of Darwin (User ID No. 089910) until further notice in writing to debit my/our account described in the schedule below (The Schedule), any amount unless a specific amount is described in The Schedule, on such frequency as described in The Schedule, through the Bulk Electronic Clearing System.

I/We understand and acknowledge that it is my/our responsibility to ensure that the account nominated in The Schedule can accept direct debits, and that sufficient clear funds are available in the account nominated in The Schedule to meet the debit on the due date.

I/We further acknowledge that debits to my/our nominated account pursuant to this agreement will be raised subject to the Terms and Conditions of this agreement as stated on the reverse of this form.

I/We undertake to direct all enquiries regarding this Service Agreement, including stops and cancellations to City of Darwin in the first instance.

\_\_\_\_\_ Customer Signature(s)

\_\_\_\_\_ Customer Signature(s)

(If joint or company account all signatures may be required)

Telephone No. \_\_\_\_\_

Property Address \_\_\_\_\_

Postal Address \_\_\_\_\_

## THE SCHEDULE

Insert name of account to be debited eg. J & M Citizen or XYZ Pty Ltd.

Insert name of financial Institution and branch where your account is held

BSB Number

Account Number

**Note:** Direct debiting is not available on the full range of accounts. If in doubt, please refer to your Financial Institution.

Frequency (tick one)

**Annually** (On due date as indicated on Notice of Rates and Charges issued under Section 159 of The Local Government Act)

**Instalment** (On due dates as indicated on Notice of Rates and Charges issued under Section 159 of The Local Government Act)

**Monthly** (On the last business day of each month)

**Twice Monthly** (On the last business day and 15<sup>th</sup> of each month)

Payment Amount (if Monthly or Twice Monthly)

Start Date

Account Number (As per Rate Notice)

Account Name

**Please refer overleaf for important information as to your rights and responsibilities under this Agreement**

## DIRECT DEBIT SERVICE AGREEMENT

### TERMS AND CONDITIONS

#### Initial Terms

The initial terms of the drawing (or debiting) arrangement described overleaf supersede any prior Direct Debit arrangements authorised by The Customer in favour of City of Darwin in respect of the Assessment Number referred to and will remain in force until such time as notification is received in writing by the City of Darwin from The Customer cancelling the Direct Debit Request.

The City of Darwin will provide at least 14 days prior notice in writing should the terms of the arrangement alter.

#### Customer Requests

##### Deferring the drawing

Should you wish to defer any particular drawing you should contact City of Darwin's Revenue Section at least 14 days prior to the due date.

##### Altering The Schedule

Should you wish to alter any details contained within The Schedule a new Direct Debit Request Service Agreement will need to be completed and lodged with City of Darwin at least 14 days prior to the due date.

##### Stopping an individual debit

Should you wish to stop an individual debit you should contact City of Darwin's Revenue Section at least 14 days prior to the due date. Alternatively, you can contact your Ledger Financial Institution directly to arrange for the debit to be stopped.

##### Suspending the Direct Debit Request

Should you wish to suspend the Direct Debit Request you should provide a written request to City of Darwin's Revenue Section within 14 days of the due date detailing the period you wish the suspension to remain in force.

##### Cancelling the Direct Debit Request

Should you wish to cancel the Direct Debit Request completely you should provide a written request to City of Darwin's Revenue Section within 14 days of the due date.

#### Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Councils' Revenue Section on (08) 8930 0551 during business hours.

If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- Within 7 business days (for claims lodged within 12 months of the disputed drawing) or
- Within 30 business days (for claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

#### Drawing day not a business day

Should the due date for any drawing fall on a day that is not a business day, for example a Public Holiday, the debit will be processed the following business day.

#### Drawing subsequently dishonoured by Ledger Financial Institution

Should any drawing be subsequently dishonoured by your Ledger Financial Institution, the assessment record will be adjusted to reflect the payment being returned dishonoured. Any fees incurred by Council in respect of the dishonour will be debited to the assessment. Council will also debit an administration fee as determined from time to time by Council resolution.

#### Privacy

The information requested by this form is being collected by the Council for the purpose of, payment of rates and amongst other things, providing appropriate services to ratepayers, carrying out the Council's functions, and in some cases, for compiling or reporting statistics. If you do not provide the information Council may not be able to process your application. The Council may disclose the information provided by you on this form to financial institutions, as required or authorised by law or in accordance with our Privacy Policy, which is available on our website [www.darwin.nt.gov.au](http://www.darwin.nt.gov.au) or on request from the Council office. You may obtain access to your personal information held by Council by submitting an application form that is available at Council or by contacting the "Information Officer" (08) 89300 300.