

Why use direct debit?

Direct debit is an easy and quick way to pay your rates and water usage accounts. You don't have to worry about withdrawing cash, due dates or queuing up to pay. Direct debit will save you the additional costs and hassles that can arise from forgetting to pay.

Setting up a direct debit

The first step is to make sure that direct debit is available on your bank account. Then you need to complete and sign the enclosed form and return it to Council in Moruya at least 10 days before your payment is due.

Please note: Because you are authorising a debit payment you cannot have the amount deducted from your credit card.

How often will my account be debited?

You can choose to either pay your rates in full on 31 August or in four instalments on 31 August, 30 November, 28 February and 31 May, or the next working day if the date falls on a weekend. Your water usage accounts will be debited when they are due.

Reapplying or cancelling

You do not have to reapply to set up your direct debit again unless your bank account details change. You can however cancel your direct debit at any time by contacting Council.

Paying your rates
and water bills by
direct debit

Eurobodalla Shire Council

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T 02 4474 1000 | F 02 4474 1234
council@eurocoast.nsw.gov.au

www.esc.nsw.gov.au

Direct debit request for rates and water usage accounts

I/We (surname or company name)

Given name or ACN/ABN no. request and authorise Eurobodalla Shire Council (user ID no. 073737) to arrange for any amount it may charge me to be debited from the following financial institution account through the Bulk Electronic Clearing System, in line with the terms and conditions of the Direct Debit Service Agreement and any further instructions provided by me or my company below.

Name of financial institution

Branch

Name of account holder

BSB **Bank account number**

Rates account direct debit

Rates account number (as shown on your Rates Notice)

Frequency of debit payment(s) (tick one)

Pay by quarterly instalments (31 August, 30 November, 28 February and 31 May)

Pay for full year (31 August)

Water usage account direct debit (available only if you are also requesting a direct debit for your rates)

Water account number (as shown on your water usage account)

I request that my water account be paid by direct debit

When you sign this direct debit request you are acknowledging that you have read and understood Council's Direct Debit Service Agreement.

Signature

Company representatives should sign and print full name and job title, eg, Director

Date / /

Address

.....

.....

Telephone number

Direct Debit Service Agreement

This agreement forms part of the terms and conditions for your direct debit request.

Processing your direct debit request

Quarterly payments or payment in full will be debited on the due date(s) of your rate notice. If your payment date falls on a weekend or public holiday, the payment will be processed on the next business day.

Stopping and cancelling your direct debit

You may defer, alter or cancel your direct debit request at any time by providing at least 14 days' notice in writing to Council or by telephone. Eurobodalla Shire Council shall provide a minimum of 14 days' notice to you should the terms of the Direct Debit Service Agreement change.

Direct debit resolution

You can contact Council if you wish to dispute a direct debit transaction. Council will investigate it. If we do not resolve the dispute to your satisfaction, you can contact the financial institution where your account is held to lodge a direct debit customer claim.

Your obligation

You should ensure that you have sufficient clear funds in your account to enable the direct debit request to be paid by your financial institution.

Returned or dishonoured direct debit requests

If your direct debit is dishonoured or returned unpaid by your financial institution for any reason, Council reserves the right to recover the funds from you.

Your records

We will not disclose any details of your direct debit request to any person or corporation unless required to do so by law or the information is required to dispute a transaction through the Bulk Electronic Clearing System (BECS).

Your account

We recommend you check your account details with your financial institution before completing the direct debit request form. Some institutions might not allow direct debits on some accounts. They may also charge fees for direct debits.

The direct debit payment method does not relieve you of your obligation to pay your accounts in full by the due dates.

For more information, please contact Council's rates section on 02 4474 1355.

This form is for debiting rates and water usage accounts only and cannot be used for debiting tax invoices.

