

## Direct debit request for rates and water usage accounts

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

I/We (surname or business 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** ..... **Account number** .....

**Property address** .....

### Rates account

**Rates account number**

(as shown on your rates notice)

.....

**Frequency of debit payment/s** (tick one)

Pay for full year (31 August)

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

### Authorisation

By signing this direct debit request you acknowledge that you have read and understood Council's Direct Debit Service Agreement.

**Signature** .....

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

**Date** ..... / ..... / ..... **Phone number** .....

**Address** .....

**Email** .....

### Water usage account

**Water account number**

(as shown on your water usage account)

.....

**I request**

that my water account be paid by direct debit in full on the due date in September, January and May.

## 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 notices. If your payment date falls on a weekend or public holiday, the payment will be processed on the next business day. The amount of the direct debit may differ from the amount shown on your notice where additional payments or adjustments have occurred.

### 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. 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

It is your responsibility to 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 and to cancel the direct debit if 2 consecutive payments are dishonoured. An alternative payment method will then be required.

### 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.

### 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.