



# Richmond Shire Council

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| Office Use Only        |                          |
|------------------------|--------------------------|
| Received by:           |                          |
| Direct Debit Amendment | <input type="checkbox"/> |

## Direct Debit Request & Direct Debit Agreement

| Request and Authority to debit the account named below to pay Richmond Shire Council |   |                                    |  |                                      |                     |                       |                           |
|--|---|------------------------------------|--|--------------------------------------|---------------------|-----------------------|---------------------------|
| <b>Request and Authority to debit</b>  | <p>Your Surname or company name _____</p> <p>Your Given names or ABN/ARBN _____ "you"</p> <p>Request and authorise <b>Richmond Shire Council User ID 502568</b> to arrange, through its own financial institution, a debit to your nominated account any amount <b>Richmond Shire Council</b>, has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p> |                                    |  |                                      |                     |                       |                           |
| <b>Insert the name and address of financial institution at which account is held</b> | <table border="1"> <tr> <td><b>Financial institution name:</b></td> <td></td> </tr> <tr> <td><b>Address:</b></td> <td></td> </tr> </table>  | <b>Financial institution name:</b> |  | <b>Address:</b>                      |                     |                       |                           |
| <b>Financial institution name:</b>   |   |                                    |  |                                      |                     |                       |                           |
| <b>Address:</b>  |   |                                    |  |                                      |                     |                       |                           |
| <b>Insert details of account to be debited</b>                                       | <table border="1"> <tr> <td><b>Name/s on account</b></td> <td></td> </tr> <tr> <td><b>BSB number (Must be 6 Digits)</b></td> <td> _ _ _ _  -  _ _ _ _ </td> </tr> <tr> <td><b>Account number</b></td> <td> _ _ _ _ _ _ _ _ _ _ _ _ _ </td> </tr> </table>   | <b>Name/s on account</b>           |  | <b>BSB number (Must be 6 Digits)</b> | _ _ _ _  -  _ _ _ _ | <b>Account number</b> | _ _ _ _ _ _ _ _ _ _ _ _ _ |
| <b>Name/s on account</b>   |   |                                    |  |                                      |                     |                       |                           |
| <b>BSB number (Must be 6 Digits)</b>   | _ _ _ _  -  _ _ _ _   |                                    |  |                                      |                     |                       |                           |
| <b>Account number</b>  | _ _ _ _ _ _ _ _ _ _ _ _ _   |                                    |  |                                      |                     |                       |                           |
| <b>Acknowledgment</b>  | <p>By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and <b>Richmond Shire Council</b> as set out in this Request and in your Direct Debit Request Service Agreement.</p>  |                                    |  |                                      |                     |                       |                           |
| <b>Payment Details</b><br><b>Enter the payment amount.</b>                           | <p>The maximum amount to be debited at any one time is:</p> <p>\$ _____ / _____ (amount in words)</p> <p><b>and/or</b></p> <p>1. The first debit may be made on ___/___/20___ at weekly/fortnightly/monthly/quarterly intervals after that.</p>   |                                    |  |                                      |                     |                       |                           |

### DIRECT DEBIT REQUEST & DIRECT DEBIT AGREEMENT

PRIVACY NOTICE: Any personal information you have supplied to or is collected by the Richmond Shire Council will only be stored and processed by the Council for lawful purposes directly related to the functions and activities of the Council. Any personal information supplied will only be disclosed to a third party for the purpose of performing a lawful function or activity and for no other purpose.

|  |  |  |   |
|--|--|--|---|
| <b>Notification of Change of Postal Address</b>            | <b>Unit number/ street number/ street name</b><br><input type="text"/>   | <b>Assessment number</b><br><input type="text"/>               |   |
|  | <b>Suburb locality</b><br><input type="text"/>   | <b>State</b><br><input type="text"/>                           | <b>Postcode</b><br><input type="text"/> |
|  | <b>Name of property owner/s</b><br><input type="text"/>  | <b>Contact number</b><br><input type="text"/>                  |   |
|  | <b>Owners Occupied</b><br>Yes <input type="checkbox"/> No <input type="checkbox"/>   | <b>Signature/s of property owner/s</b><br><input type="text"/> |   |
| <b>Insert your signature and address</b>                   | <b>Signature</b> _____<br>(If signing for a company, sign and print full name and capacity for signing eg. director)<br><b>Address</b> _____<br>_____<br><b>Date</b> ___ / ___ / ___ |  |   |
| <b>Second account signatory (if required)</b>              | <b>Signature</b> _____<br>(If signing for a company, sign and print full name and capacity for signing eg. director)<br><b>Address</b> _____<br>_____<br><b>Date</b> ___ / ___ / ___ |  |   |
| <b>Account Type</b><br><i>EG:</i><br><b>Debtors/Rates</b>  |  |  |   |
| <b>Account Reference</b><br><i>EG:A#/<br/>Account Name</i> |  |  |   |
| <b>Other Relevant Info</b>                                 |  |  |   |

## DIRECT DEBIT REQUEST &amp; DIRECT DEBIT AGREEMENT

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| <b>Direct Debit Request Service Agreement</b>  |   |
|--|---|
| <p>This is your Direct Debit Service Agreement with <b>Richmond Shire Council (ABN 47 039 843 844) &amp; Direct Debit User ID 502568</b>. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.</p> |   |
| <b>Definitions</b>   | <p><b>account</b> means the account held at <i>your financial institution</i> from which <i>we</i> are authorised to arrange for funds to be debited.</p> <p><b>agreement</b> means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p><b>banking day</b> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p><b>debit day</b> means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p><b>debit payment</b> means a particular transaction where a debit is made.</p> <p><b>direct debit request</b> means the Direct Debit Request between <i>us</i> and <i>you</i>.</p> <p><b>us</b> or <b>we</b> means <b>Richmond Shire Council</b>, (the Debit User) <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p><b>you</b> means the customer who has signed or authorised by other means the <i>Direct Debit Request</i>.</p> <p><b>your financial institution</b> means the financial institution nominated by <i>you</i> on the DDR at which the <i>account</i> is maintained.</p>   |
| <b>1. Debiting your account</b>  | <p>1.1 By signing a <i>Direct Debit Request</i> or by providing <i>us</i> with a valid instruction, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. <i>You</i> should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 <i>We</i> will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p><b>or</b></p> <p><i>We</i> will only arrange for funds to be debited from <i>your account</i> if <i>we</i> have sent to the address nominated by <i>you</i> in the <i>Direct Debit Request</i>, a billing advice which specifies the amount payable by <i>you</i> to <i>us</i> and when it is due.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, <i>we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p> |
| <b>2. Amendments by us</b>   | <p>2.1 <i>We</i> can change or cancel your direct debit payment agreement.</p> <p><i>We'll</i> aim to provide you with at least: - 30 days' notice about cancellation or changes that will have a major negative impact on the majority of our customers who use direct debit - 14 days' notice for changes that may be detrimental (but not of major impact) to the majority of our customers who use direct debit - 3 days' notice (if possible) if changes are needed for legal or security reasons</p> <p>However, if the changes that benefit you or have no impact on you, then <i>we</i> won't provide you with advance notice. If <i>we</i> cancel this direct debit payment agreement because a payment is dishonoured or rejected, or <i>we</i> have reason to believe you've given <i>us</i> false information, <i>we'll</i> notify you.</p>   |
| <b>3. Amendments by you</b>  | <p>3.1 <i>You</i> may change*, stop or defer a debit payment, or terminate this agreement by providing <i>us</i> with at least fourteen (14 days) notification by writing to:</p> <p><b>The Chief Executive Officer<br/>Richmond Shire Council<br/>PO Box 18<br/>Richmond Qld 4822</b></p> <p><b>or</b></p> <p>arranging it through your own financial institution, which is required to act promptly on your instructions.</p> <p>*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising <i>us</i>, <b>Richmond Shire Council</b>, your new account details.</p>   |
| <b>4. Your obligations</b>   | <p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>:</p> <p>(a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;</p> <p>(b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and</p> <p>(c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i>.</p> <p>4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct</p>  |
| <b>5 Dispute</b>   | <p>5.1 If you believe that there has been an error in debiting <i>your account</i>, <i>you</i> should notify <i>us</i> directly on <b>Richmond Shire Council contact details</b> and confirm that notice in writing with <i>us</i> as soon as possible so that <i>we</i> can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.</p> <p>5.2 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your query</i> by arranging for <i>your financial institution</i> to adjust <i>your account</i> (including interest</p>  |

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|                           |   |
|---------------------------|---|
|                           | <p>and charges) accordingly. We will also notify you in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If we conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited we will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding in writing.</p>   |
| <b>6. Accounts</b>        | <p>You should check:</p> <p>(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) <i>your</i> account details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and</p> <p>(c) with <i>your financial institution</i> before completing the <i>Direct Debit Request</i> if <i>you</i> have any queries about how to complete the <i>Direct Debit Request</i>.</p>  |
| <b>7. Confidentiality</b> | <p>7.1 We will keep any information (including <i>your account</i> details) in <i>your Direct Debit Request</i> confidential. We will make reasonable efforts to keep any such information that we have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that we have about <i>you</i>:</p> <p>(a) to the extent specifically required by law; or</p> <p>(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</p> |
| <b>8. Notice</b>          | <p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to:</p> <p><b>The Chief Executive Officer<br/>Richmond Shire Council<br/>PO Box 18<br/>Richmond Qld 4822</b></p> <p>8.2 We will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>Direct Debit Request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the third <i>banking</i> day after posting.</p>  |

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