



Direct Debit Request



Important Information

It is your responsibility to ensure weekly, fortnightly and monthly amounts are sufficient to cover the amount due on the due date. Additional payments using another payment method may be required if the nominated debit amount does not satisfy the amount due on or before the due date.

Applicant Details

Title: Mr Mrs Ms Miss

Given name(s)

Surname

Company (if applicable)

Residential address

Suburb

Postcode

Postal address (if different to residential address)

Suburb

Postcode

Phone (W) (H)

Mobile

Email address

I would like all correspondence in relation to this matter to be sent via: Email Post

I would like all future rates notices to be sent via email.

Direct Debit Request Details

Property number: (as per rates notice)

Property address

Suburb

Direct Debit Request type:

New request Replace existing request Cancel request

Direct Debit Options: (Please tick one only)

The amount specified on the rates notice, debited on the due date

OR

Weekly Fortnightly Monthly

Direct Debit Amount (min \$10)

Start Date

Note: Weekly and fortnightly – processed each Thursday.
Monthly – processed 5th day of month (or next business day).

Bank/Financial Institution Details

Bank name

Branch location

Type of account e.g. cheque, savings (credit cards not accepted)

Account name(s) e.g. Smith, AB & CD

Bank/State/Branch (BSB) number (must be 6 digits)

Account number (must be no more than 9 digits)

Account signatory

Signature

Date

Second account signatory (if required)

Full name

Signature

Date

If company, position(s) held by authorised person(s)

Authorisation

By signing above, you confirm that:

- You are an authorised signatory on the nominated account; and are authorised to operate on the nominated account; or
- If on behalf of a Company, you are an authorised signatory on the Company bank account and have authority to operate the Company bank account.

I/we,

- Authorise and request Redland City Council (APCA User ID Number 442724) to arrange a debit from my nominated bank account for payment of Redland City Council rate accounts.

I/we understand that:

- This debit will be arranged by Redland City Council's financial institution and will be made through the Bulk Electronic Clearing System (BECS) from my/our nominated bank account; and
- This request is subject to the terms and conditions of the Direct Debit Request Service Agreement overleaf.

Signature

Date

Signature

Date

CSFS008 – 26/10/2020

Information Privacy Act 2009 - Redland City Council is collecting your personal information in order to process this application. The information will only be used by authorised Council Officers for the purpose of this Direct Debit Request and ensuring our records are accurate. Your information will not be given to any other person or agency unless you have given us permission or we are required by law to do so.

Redland City Council PO Box 21 Cleveland QLD 4163 | T 07 3829 8999 | F 07 3829 8765 | E DirectDebitRates@redland.qld.gov.au | W www.redland.qld.gov.au

Direct Debit Request Service Agreement

Agreement Details

This is your Direct Debit Request Service Agreement with Redland City Council User ID 442724 ABN 86 058 929 428.

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.

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*.

Banking 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 written, verbal or online request between *us* and *you* to debit funds from your account.

Us or **we** means Redland City Council, *you* have authorised by requesting a *Direct Debit Request*.

You means the customer who has authorised the *Direct Debit Request*.

Your financial institution means the financial institution at which you hold the *account* you have authorised us to debit.

1. Debiting Your Account

1.1. By submitting a *Direct Debit Request*, *you* have authorised *us* to arrange for funds to be debited from your *account*. The *Direct Debit Request* and this *agreement* set out the arrangement between *us* and *you*.

1.2. We will only arrange for funds to be debited from your *account* as authorised in the *Direct Debit Request*.

or

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 *banking day*, we may direct your *financial institution* to debit your *account* on the following *banking day*. If *you* are unsure about which day your *account* has or will be debited *you* should ask your *financial institution*.

2. Amendments 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 sent to the preferred email or address *you* have given us in the *Direct Debit Request*.

3. How to cancel or change direct debits

3.1. *You* can:

- Cancel or suspend the *Direct Debit Request*; or
- Change, stop or defer an individual payment, or at any time by giving us at least seven (7) business days' notice.

To do so, contact us at:

- DirectDebitRates@redland.qld.gov.au; or
- Financial Services, Direct Debit, Redland City Council, PO Box 21 Cleveland QLD 4163; or
- Phone (07) 3829 8999 to discuss

or

You can also contact your own financial institution, which act promptly on your instructions.

4. Your obligations

- 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*.
- If there are insufficient clear funds in *your account* to meet a *debit payment*:
 - you* may be charged a fee and/or interest by *your financial institution*;
 - we* may charge *you* reasonable costs incurred by *us* on *account* of there being insufficient funds; and
 - you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.
- You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

5. Dispute

- If *you* believe there has been an error in debiting *your account*, *you* should notify *us* directly on (07) 3829 8999 or at DirectDebitRates@redland.qld.gov.au. Alternatively, *you* can contact *your financial institution* for assistance.
- If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging within a reasonable period 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.
- 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 in writing.

6. Accounts

You should check:

- with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.
- your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- 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

- 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.
- We* will only disclose information that *we* have about *you*:
 - to the extent specifically required by law; or
 - for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. Contacting each other

- If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to **Financial Services, Direct Debit, Redland City Council**, PO Box 21 Cleveland QLD 4163 or DirectDebitRates@redland.qld.gov.au.
- We* will notify *you* by sending a notice to the preferred email or postal address *you* have given *us* in the *Direct Debit Request*. Any notice will be deemed to have been received on the second *banking day* after sending.