

City of Prospect Direct Debit Request Form

PERSONAL DETAILS

Assessment No: _____

Name/s: _____

Property address: _____

Phone No: Home: _____ Mobile: _____

PLEASE TICK ONE OF THE FOLLOWING:

New Direct Debit agreement Change Direct Debit agreement Cancel Direct Debit agreement

BANK DETAILS

Financial Institution Name _____

Financial Institution Address _____

BSB: _____ Account No: _____

Account Holder Name/s _____

City of Prospect Debit User ID: 319016

PAYMENT DETAILS

Debit option (please select one):

Annually	Quarterly	Fortnightly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Payment Date: Please indicate amount and when you would like to start your Direct Debit arrangement in accordance with the 'Drawing Arrangements' information above.

Amount \$ _____ **First Payment Date:** ____/____/____ (DD/MM/YY)

Fortnightly instalments: every second Friday (next scheduled date can be confirmed with Rates Officer on 8269 5355)
Annual instalments: First instalment due dates as per the Rates Notice **Quarterly instalments:** Instalment due dates as per Rates Notice

By signing this document, I/We authorise City of Prospect to arrange for funds to be debited from my/our nominated account at the financial institution shown above according to the schedule specified above, through the Direct Debit System for the payment of council rates.

Signed: _____ Print name: _____

Signed: _____ Print name: _____

Direct Debit Request Service Agreement

The following is your Direct Debit Service Agreement with **City of Prospect ABN 58 758 236 361**. The agreement is designed to explain 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.

We recommend you keep this agreement in a safe place 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 form.

Definitions:	<p>account means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p>agreement means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p>banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p>debit payment means a particular transaction where a debit is made.</p> <p>direct debit request means the Direct Debit Request between <i>us</i> and <i>you</i>.</p> <p>us or we means City of Prospect (the Debit User) <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p>you means the customer who has signed or authorised by other means the <i>Direct Debit Request</i>.</p> <p>your financial institution means the financial institution nominated by <i>you</i> on the DDR at which the <i>account</i> is maintained.</p>
1. Debiting your account	<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 We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, we 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>
2. Amendments by us	<p>2.1 We may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving <i>you</i> at least <u>14 days</u> written notice.</p> <p>2.2 We reserve the right to cancel the <i>agreement</i> if <u>three or more</u> debit payments are returned unpaid by <i>your financial institution</i>. Written notice will be given as per 2.1.</p>
3. Amendments by you	<p>3.1 <i>You</i> may change, stop or defer a debit payment, or terminate this agreement by providing us with at least <u>14 days</u> notification by writing to: City of Prospect, PO Box 171, Prospect SA 5082 or admin@prospect.sa.gov.au</p>
4. Your obligations	<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> <ul style="list-style-type: none"> (a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>; (b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and (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 we can process

	<p>the <i>debit payment</i>.</p> <p>4.3 You should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct</p> <p>4.4 You should contact us at the beginning of a new Financial Year (once Annual Notice has been received) to discuss any necessary amendments to the <i>agreement</i> to meet instalment due dates</p>
5. Dispute	<p>5.1 If you believe there has been an error in debiting <i>your account</i>, you should notify us directly on 08 8269 5355 and confirm that notice in writing with us as soon as possible so that we can resolve your query quickly.</p> <p>5.2 If we conclude as a result of our investigations that <i>your account</i> has been incorrectly debited we will respond to your query by arranging for <i>your financial institution</i> to adjust <i>your account</i> (including interest & 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 your query by providing you with reasons and any evidence for this finding in writing.</p>
6. Accounts	<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 account</i> details which you have provided to us 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 you have any queries about how to complete the <i>Direct Debit Request</i>.</p>
7. Confidentiality	<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 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.</p> <p>7.2 We will only disclose information that we have about you:</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>
8. Notice	<p>8.1 If you wish to notify us in writing about anything relating to this <i>agreement</i>, you should write to:</p> <p>City of Prospect, PO Box 171, Prospect SA 5082 or admin@prospect.sa.gov.au</p> <p>8.2 We will notify you by sending a notice in the ordinary post to the address you have given us 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>