

DIRECT DEBIT REQUEST

The General Manager
Singleton Council
PO Box 314

SINGLETON NSW 2330



I/We _____

Postal Address _____

_____ Telephone No () _____

Authorise you (Singleton Council User ID No 180500) to arrange for funds to be debited from my/our account at the financial Institution identified in Schedule 1 below, and, if provided, according to the details specified in Schedule 2.

This authorisation is to remain in force in accordance with the terms described in the 'Direct Debit Request Service Agreement'. **Refer Service Agreement (over page).**

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Singleton Council as set out in this Request and the Direct Debit Request Service Agreement (over page).

Customer's Signature(s) _____

Date ____/____/____

Schedule 1: Details of the Bank Account to be Debited (All of the details for Schedule 1 must be supplied)

Name and address of the financial institution: _____

Bank Account in Name of (full names): _____

| | Given Name(s) | Surname(s) or Company/Business | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------|---|--------------------------------|--|--|--|--|--|--|--|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| BSB No | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:12.5%; height: 20px;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> </tr> </table> | | | | | | | | | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:12.5%; height: 20px;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> </tr> </table> | | | | | | | | | | | | | | | | | | |
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Schedule 2: Payment Detail

| | | | | | | | | | | | | | | | |
|---|---|--|--|--|--|--|-----------------------------------|--|--|-----------------------------------|--|--|-------------------------------|--|--|
| Address of Property | | | | | | | | | | | | | | | |
| Assessment No | | | | | | | | | | | | | | | |
| RATES <i>(Tick required option)</i> | <input type="radio"/> Quarterly Instalments | | | <input type="radio"/> Annually (total annual amount debited 31 August) | | | <input type="radio"/> Weekly | | | <input type="radio"/> Fortnightly | | | <input type="radio"/> Monthly | | |
| Amount of Debit | \$ | | | | | | First Payment Date: / / | | | | | | | | |
| Frequency of Debit | PLEASE NOTE: | | | If the due date falls on a Weekend/Public Holiday, the payment will be debited on the following business day. | | | | | | | | | | | |
| | Annual: | | | Debited on the due date displayed on the notice. | | | | | | | | | | | |
| | Quarterly Instalments: | | | Debited on the due date displayed on the instalment notice. | | | | | | | | | | | |
| | Monthly: | | | Debited on the last Friday of each month. | | | | | | | | | | | |
| | Weekly/Fortnightly: | | | Debited on Fridays. | | | | | | | | | | | |
| WATER <i>(Tick required option)</i> | <input type="radio"/> Tri-Annual | | | <input type="radio"/> Weekly | | | <input type="radio"/> Fortnightly | | | <input type="radio"/> Monthly | | | | | |
| Amount of Debit | \$ | | | | | | First Payment Date: / / | | | | | | | | |
| Frequency of Debit | Tri-Annual: | | | Debited on the due date displayed on the instalment notice. | | | | | | | | | | | |
| SUNDRY DEBTORS Debtor Number: | | | | | | | | | | | | | | | |
| <i>(Tick required option)</i> | <input type="radio"/> Weekly | | | <input type="radio"/> Fortnightly | | | <input type="radio"/> Monthly | | | | | | | | |
| Amount of Debit | \$ | | | | | | First Payment Date: / / | | | | | | | | |



Direct Debit Request Service Agreement

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*.

business 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 Direct Debit Request between *us* and *you* (and includes any Form PD-C approved for use in the *transitional period*).

transitional period means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding 12 calendar months from that date.

us or *we* means *Singleton Council*, the Debit User *you* have authorised by signing a *direct debit request*.

you means the customer who signed the *direct debit request*.

your financial institution is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

1. Debiting your account

1.1 By signing a *direct debit request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *direct debit request* and this *agreement* for the terms of 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 *business day*, *we* may direct *your financial institution* to debit *your account* on the following *business day*.

If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Changes 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.

- 3. Changes by you**
- 3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us* at Council's Rates Department on 02 6578 7250 between 8.30am & 4.30pm Monday to Friday.
- 3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least five (5) days before the next *debit day*. This notice should be given to *us* in the first instance.
- 3.3 *You* may also cancel *your* authority for *us* to debit *your* account at any time by giving *us* five (5) days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.
- 4. Your obligations**
- 4.1 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*.
- 4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:
- (a) *you* may be charged a fee and/or interest by *your financial institution*;
 - (b) *you* may also incur fees or charges imposed or incurred by *us*; and
 - (c) *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*.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct
- 4.4 If Singleton Council is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then *you* agree to pay Singleton Council on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.
- 5 Dispute**
- 5.1 If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on (02) 6578 7250 between 8.30am & 4.30pm Monday to Friday and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly.
- 5.2 If *we* conclude as a result of our investigations that *your* account has been incorrectly debited *we* will respond to *your* query by arranging 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.
- 5.3 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.
- 5.4 Any queries *you* may have about an error made in debiting *your account* should be directed to *us* in the first instance so that *we* can attempt to resolve the matter between *us* and *you*. If *we* cannot resolve the matter *you* can still refer it to *your financial institution* which will obtain details from *you* of the disputed transaction and may lodge a claim on *your* behalf.

| | |
|---------------------------|---|
| 6. Accounts | <p><i>You should check:</i></p> <ul style="list-style-type: none"> (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. (b) <i>your account details</i> which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account statement</i>; and (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>. |
| 7. Confidentiality | <p>7.1 <i>We</i> will keep any information (including <i>your account details</i>) in <i>your direct debit request</i> confidential. <i>We</i> will make reasonable efforts to keep any such information that <i>we</i> 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 <i>We</i> will only disclose information that <i>we</i> have about <i>you</i>:</p> <ul style="list-style-type: none"> (a) to the extent specifically required by law; or (b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim). |
| 8. Notice | <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 Singleton Council, PO Box 314, Singleton NSW 2330.</p> <p>8.2 <i>We</i> 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 two <i>business days</i> after it is posted.</p> |