

# DIRECT DEBIT REQUEST

**OFFICE USE ONLY**

Record No: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

CITY OF PORT AUGUSTA – USER ID 029943

## RATEPAYER/PROPERTY DETAILS

Assessment Number

Property Location

Ratepayer Name

Contact Number

Email

## PAYMENT

☐ Weekly

☐ Fortnightly

☐ Monthly

☐ Quarterly

☐ In Full

Deduction Amount

Commencement Date

(Friday only)

## BANK DETAILS

Bank Account Holder

BSB

-

Account Number

Financial Institution

Branch

Address

## AUTHORISATION

I/We authorise Port Augusta City Council (APCA ID: 029943) to debit my/our account with the amount stated above through the Bulk Electronic Clearing System (BECS)

## DECLARATION

I declare that the information provided on this form is true and correct

I agree to notify the Council, as soon as practicable if any of the information provided on this form changes

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: ..... / ..... / .....

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: ..... / ..... / .....

**If joint account all signatures and names are required**

## OTHER INFORMATION

NOTE: Any Personal Information submitted to the Port Augusta City Council will be dealt with according to the Privacy and Personal Information Protection Act (1998), the Freedom of Information Act (1991) and the Local Government Act (1999)

You have entered or are about to enter into a Direct Debit arrangement.

This agreement sets out the terms on which we accept and act under a Direct Debit Payment Authority.

Please ensure you keep a copy of this agreement as it sets out certain rights you have against us and certain obligations you have with us due to giving us your Direct Debit Request.

We agree to be bound by this agreement when we receive your Direct Debit Request complete with the information we need to draw an amount under it.

We only draw money out of your account in accordance with the terms of your direct debit request.

On giving you at least 14 days' notice, we may:

- Change our procedures in this arrangement
- Change the terms of your Direct Debit request

You may request us to

- Alter the terms of the Direct Debit request
- Suspend a payment to be made under your Direct Debit request
- Cancel your direct debit request
- All requests for altering/suspension/cancellation and claims can be directed to your financial institution.

You may dispute any amount we draw under your Direct Debit request by:

- Notifying us of your dispute and provide us with details of the payment you are disputing and reasons for the dispute
- We will endeavour to resolve any dispute within 7 working days

We deal with any dispute under your Direct Debit request by:

- Investigating the dispute and if it is found that the amount that has been debited is in error we will refund the disputed amount within 7 business days
- Where it is found that the disputed amount has been debited correctly and in accordance with the terms of the Direct Debit Agreement, we will notify you of that outcome within 7 business days
- Claims may also be directed to the Ledger FI

If your Direct Debit falls on a Public Holiday we will draw your account under your Direct Debit request on the next available business day.

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

If your financial institution rejects any of our attempts to draw an amount in accordance with your Direct Debit Request, you will be charged an administration processing fee.

Three consecutive Direct Debit rejections will result in your Direct Debit agreement being cancelled.

Two consecutive suspensions due to a rate instalment already being paid will result in your Direct Debit agreement being cancelled.

We will not disclose to any person any information you give us on your Direct Debit Request, which is not generally available unless:

- You dispute any amount we draw under your Direct Debit Request where we will be required to disclose your information to your Financial Institution in order to investigate the dispute
- You consent to that disclosure, or
- We are required to disclose that information by law

### **What you need to consider**

The customer, if uncertain, needs to check with the Ledger FI before completing the DDR.

Not all accounts held with a financial institution are available to be drawn under Bulk Electronic Clearing System (BECS)".

Before you complete your Direct Debit Request, it is best to check your account details with your financial Institution to ensure the details are correct.

It is your responsibility to ensure there are sufficient clear funds available in your account on the day that your Direct Debit is to be processed.

### **Contact us**

Port Augusta City Council - 4 Mackay Street/ PO box 1704, PORT AUGUSTA SA 5700.

Phone: 08 8641 9100 - Email: [admin@portaugusta.sa.gov.au](mailto:admin@portaugusta.sa.gov.au).

Any notice will be deemed to have been received on the third banking day after emailing or posting.