

## CITY OF MOUNT GAMBIER DIRECT DEBIT REQUEST

*Please complete a separate Direct Debit Request form for each property and return the original(s) to the City of Mount Gambier*

**I/We request the City of Mount Gambier to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.**

<b>Name</b>	<input style="width: 100%;" type="text"/>
<b>Address</b>	<input style="width: 100%;" type="text"/>
	<b>Postcode</b>
<b>Signature(s)</b>	<input style="width: 100%;" type="text"/>
	If debiting from a joint bank account, both signatures are required
<b>Date</b>	<input style="width: 60%;" type="text"/>
<b>Name and Branch of Financial Institution</b>	<input style="width: 100%;" type="text"/>
<b>BSB No.</b>	<input style="width: 100%;" type="text"/>
<b>Account Number</b>	<input style="width: 100%;" type="text"/>

**Delete which is not applicable :**

- **Quarterly - I would like to commence quarterly deductions from :    /    /**
- **Fortnightly - Commencing on    /    /    please debit \$\_\_\_\_\_ from the above account each fortnight. (Please note deductions are processed Tuesday fortnight – please contact Council Rates Officer for further details)**

<b>Customer Number</b>	<input style="width: 70%;" type="text"/>
<b>Property Location</b>	<input style="width: 100%;" type="text"/>

**Phone number .....**      **Email Address :.....**

**Disclaimer :** It is your responsibility to ensure there are sufficient clear funds available in your bank account to allow a direct debit payment to be made in accordance with the Direct Debit Request. The City of Mount Gambier will recover all fees and charges resulting from dishonored or returned debits.



# **CITY OF MOUNT GAMBIER**

## **CUSTOMER DDR SERVICE AGREEMENT**

### **OUR COMMITMENT TO YOU**

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between the City of Mount Gambier and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

### **INITIAL TERMS OF THE ARRANGEMENT**

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for Council rates.

### **DRAWING ARRANGEMENTS**

- The first drawing under this Direct Debit arrangement will occur on next Tuesday processing date.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the City of Mount Gambier on (08) 8721 2555.

### **YOUR RIGHTS**

#### **CHANGES TO THE ARRANGEMENT**

If you want to make changes to the drawing arrangements, contact the City of Mount Gambier on (08) 8721 2555. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

## ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least ten working days prior to the next scheduled drawing date. All communication addressed to us should include your customer reference number.

All personal customer information in relation to your direct debit payments held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

## DISPUTES

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the City of Mount Gambier on (08) 8721 2555.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - within 7 business days (for claims lodged within 12 months of the disputed drawing) or
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

*Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

<b>YOUR COMMITMENT TO US</b>
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It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, notice will be sent requesting payment. Any transaction fees payable by us in respect of the above will be added to your rate account.