

To return your completed form or for further information, please contact Council's Corporate Services Department via email, [council@hinchinbrook.qld.gov.au](mailto:council@hinchinbrook.qld.gov.au), phone (07) 4776 4600, in person at Council's Main Office, 25 Lannercost Street, INGHAM QLD, or via post PO Box 366, INGHAM QLD 4850.

SECTION ONE: Property Details			
Property Number	10 _ _ _ _		
Property Address			
SECTION TWO: Contact Information			
Name			
Contact Phone Number		Mobile	
Email			
SECTION THREE: Cancellation Date			
I want to cancel my existing Direct Debit Agreement with Hinchinbrook Shire Council			
Amount	\$	Commencement Date	
Tick Frequency	Weekly (Thursday) <input type="checkbox"/>	Fortnightly (Thursday) <input type="checkbox"/>	Monthly (15th) <input type="checkbox"/>
Specify Cancellation Date			
SECTION FOUR: Declaration			
I/We request and authorise Hinchinbrook Shire Council to cease and cancel my/our direct debit arrangement on the abovementioned property.			
<b>Note: All account owners must sign below.</b>			
Signature		Date	
Signature		Date	

OFFICE USE			
Date Received		Date Processed	
Commencement Date		Officer	



Hinchinbrook Shire Council Direct Debit Request Service Agreement
<ul style="list-style-type: none"> <li>• <i>Account</i> means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</li> <li>• <i>Agreement</i> means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</li> <li>• <i>Business day</i> means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</li> <li>• <i>Debit day</i> means the day that payment by <i>you</i> to <i>us</i> is due.</li> <li>• <i>Debit payment</i> means a particular transaction where a debit is made.</li> <li>• <i>Direct debit request</i> means the Direct Debit Request between <i>us</i> and <i>you</i>.</li> <li>• <i>Us</i> or <i>we</i> means Hinchinbrook Shire Council <i>you</i> have authorised by signing a <i>direct debit request</i>. <i>you</i> means the customer who signed the <i>direct debit request</i>.</li> <li>• <i>Your financial institution</i> is the financial institution where <i>you</i> hold the <i>account</i> that <i>you</i> have authorised <i>us</i> to arrange debit.</li> </ul>
<p><b>1. Debiting your account</b></p> <p>1.1 By signing a <i>direct debit request</i>, <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>business day</i>, we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>business day</i>; and</p> <p>1.4 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>
<p><b>2. Changes by us</b></p> <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 fourteen (14) days written notice.</p>
<p><b>3. Changes by you</b></p> <p>3.1 If <i>you</i> wish to stop or defer a <i>debit payment</i> the <i>direct debit</i> will be cancelled and <i>you</i> will need to reapply to be considered for further Direct Debit arrangements; and</p> <p>3.2 <i>You</i> may amend or cancel <i>your</i> authority for <i>us</i> to debit <i>your</i> account at any time by giving <i>us</i> seven (7) days notice in writing before the next <i>debit day</i>.</p>
<p><b>4. Your obligations</b></p> <p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your</i> account 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</i> account to meet a <i>debit payment</i>:</p> <p>(a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;</p> <p>(b) <i>you</i> may also incur fees or charges imposed by <i>us</i>; and</p> <p>(c) the <i>direct debit</i> may be cancelled immediately and in any event after 3 consecutive dishonoured transactions and <i>you</i> will need to arrange for payment by another method; and</p> <p>4.3 <i>You</i> should check <i>your</i> account statement to verify that the amounts debited from <i>your</i> account are correct.</p>
<p><b>5. Dispute</b></p> <p>5.1 If <i>you</i> believe that there has been an error in debiting <i>your</i> account, <i>you</i> should notify <i>us</i> directly on (07) 4776 4623 and confirm that notice in writing with <i>us</i> as soon as possible so that we can resolve <i>your</i> query more quickly;</p> <p>5.2 If we conclude as a result of our investigations that <i>your</i> account has been incorrectly debited we will respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your</i> account (including interest and charges) accordingly. We will also notify <i>you</i> in writing of the amount by which <i>your</i> account has been adjusted;</p> <p>5.3 If we conclude as a result of our investigations that <i>your</i> account has not been incorrectly debited we will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding; and</p> <p>5.4 Any queries <i>you</i> may have about an error made in debiting <i>your</i> account should be directed to <i>us</i> in the first instance so that we can attempt to resolve the matter between <i>us</i> and <i>you</i>. If we cannot resolve the matter <i>you</i> can still refer it to <i>your financial institution</i> which will obtain details from <i>you</i> of the disputed transaction and may lodge a claim on <i>your</i> behalf.</p>
<p><b>6. Accounts</b></p> <p><i>You</i> should check:(a) with <i>your financial institution</i> whether direct debiting is available from <i>your</i> account as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) <i>your</i> account details which <i>you</i> have provided to <i>us</i> 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 <i>you</i> have any queries about how to complete the <i>direct debit request</i>.</p>
<p><b>7. Confidentiality</b></p> <p>7.1 We will keep any information (including <i>your</i> account details) in <i>your</i> <i>direct debit request</i> confidential. We will make reasonable efforts to keep any such information that we 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; and</p> <p>7.2 We will only disclose information that we have about <i>you</i>:</p> <p>(a) to the extent specifically required by law or;</p> <p>(b) for the purpose of this <i>agreement</i> (including disclosing information in connection with any query or claim to the relevant Financial Institution).</p>
<p><b>8. Notice</b></p> <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 <b>Hinchinbrook Shire Council, PO Box 366, Ingham, QLD. 4850;</b></p> <p>8.2 We 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>; and</p> <p>8.3 Any notice will be deemed to have been received two <i>business days</i> after it is posted.</p>

