

The *Direct Debit Request* form is to be used to enter, amend or cancel a Direct Debit Service Agreement for property rate payments.

To return your completed form or for further information, please contact Council's Finance Department via email, revenue@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.

CONTACT DETAILS			
Name			
Postal Address			
Email		Phone	
PROPERTY DETAILS			
Property Address			
Property Number	10_ _ _ _		
BANK ACCOUNT DETAILS			
Bank and Branch			
Account Name/s			
BSB		Account Number	
NEW DIRECT DEBIT SERVICE AGREEMENT			
Payment Schedule (tick)	<input type="checkbox"/> Weekly (Thursday) <input type="checkbox"/> Fortnightly (Thursday) <input type="checkbox"/> Monthly (15 th) <input type="checkbox"/> Debit my account to the total value of the rates and water consumption on the due date of the notice		
Commencement Date		Amount	
AMEND OR CANCEL EXISTING DIRECT DEBIT SERVICE AGREEMENT			
Amendment Options (tick and complete)	<input type="checkbox"/> Amend my bank account details to the bank account details in the above "Bank Account Details Section" <input type="checkbox"/> Amend the amount of the direct debit from _____ to _____ <input type="checkbox"/> Amend the frequency of the direct debit from _____ to _____ <input type="checkbox"/> Cancel the existing Direct Debit		
Commencement Date			

Authorisation

I/We request and authorise Hinchinbrook Shire Council (APCA User ID 069541) to arrange funds to be debited from my/our account at the financial institution identified above through the Bulk Clearing System (BECS) subject to the terms and conditions of the Direct Debit Request Service (and any further instructions provided above). The authority is to remain in force within the terms outlined under the Direct Debit Service Agreement.

I/We acknowledge that I have read and understood the terms and conditions governing the debit arrangements between myself/ourselves and Council as set out in this request and in your Direct Debit Request Service Agreement.

*** Note: All bank account owners must sign authorisation.**

SIGNATURE REQUIRED			
Signature		Date	
Signature		Date	

Direct Debit Service Agreement

1. Debiting your account

- 1.1 By signing a *direct debit request*, you authorise Hinchinbrook Shire Council to arrange for funds to be debited from your *nominated account*;
- 1.2 Council will only arrange for funds to be debited from your account as authorised in the direct debit request;
- 1.3 If the payment date falls on a day that is not a business day, the withdrawal from your nominated account will occur on the following business day; and
- 1.4 A Direct Debit will be automatically cancelled when Council receives a "Full Rate Search" which indicates the property is being sold.

2 Variation by Council

- 2.1 Council 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 Variation by You

- 3.1 It may take up to (7) working days to amend or cancel an existing direct debit. It is advised that these are submitted to Council (7) working days prior to the next debit date. This can be done by completing a Direct Debit Request form. You can obtain these forms from Council's website www.hinchinbrook.qld.gov.au, by emailing revenue@hinchinbrook.qld.gov.au or by phoning Council on 07 4776 4600.

4 Your Obligations

- 4.1 Verify your bank details against a current bank statement;
- 4.2 Check with your financial institution that Bulk Electronic Clearing System (BECS) transactions are available from your account before you complete and submit your direct debit;
- 4.3 Ensure there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request;
- 4.4 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 by Council; and
 - (c) Council will cancel your debit authorisation after three consecutive dishonoured transactions, and you will need to arrange for payment by another method.
- 4.5 You should check your account statement to verify that the amounts have been debited from your account and are correct.

5 Disputes

- 5.1 If you believe that there has been an error in debiting your account, you should notify Council directly on 07 4776 4600 and confirm that notice in writing as soon as possible by emailing revenue@hinchinbrook.qld.gov.au;
- 5.2 If Council concludes as a result of our investigations that your account has been incorrectly debited, Council will arrange for your account to be reimbursed accordingly. Council will notify you in writing of the amount by which your account has been adjusted;
- 5.3 If Council concludes as a result of our investigations that your account has not been incorrectly debited, Council will respond to your query by providing you with reasons and any evidence for this finding; and
- 5.4 If you are not satisfied with Council's resolution of the dispute, you can refer the matter to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6 Privacy

- 6.1 The Direct Debit Request form requires you to provide certain personal information for Council's collection. Council will use your personal information for the purposes outlined in this Direct Debit Service Agreement and on the Direct Debit Request form. The use of your personal information will enable Council to provide you with a direct debit option for the payment of rates/water charges to Council;
- 6.2 Council will maintain the confidentiality of your personal information; however, Council may disclose your personal information to its financial institution, your financial institution, or the Australian Payments Clearing Association (APCA) Management Committee if such information is requested to be provided in connection with a claim made relating to an alleged incorrect or wrongful debit;
- 6.3 You should refer to Council's Privacy and Confidential Information Management Policy for further information relating to the collection, use and disclosure of personal information by Council; and
- 6.4 If you wish to update your personal information held, please contact Council on 07 4776 4600.

PLEASE NOTE: A Direct debit arrangement does not constitute a payment arrangement plan. If you have outstanding rates and charges, please contact Council on 07 4776 4600 to formalise a payment arrangement.