

Direct Debit Request Form

Privacy Notice: Council deals with your personal information in accordance with law including the *Information Privacy Act 2009*.

This form is to be completed when a customer wishes to set up or alter direct debit payments for rates and water accounts. Council requires a minimum of three working days to process requests and will deduct all payments on Tuesdays. Credit cards are not accepted for direct debit requests.



P: 07 4932 9000 | E: enquiries@rrc.qld.gov.au | W: www.rrc.qld.gov.au | PO Box 1860 Rockhampton QLD 4700 | ABN: 59 923 523 766

Property Owner(s) Contact Details			
Contact name:			
First	Middle	Last	
Date of birth:	Preferred contact number:		
Postal address:			
Email:			
Property Details			
Property address:			
Street number and name	City	State	Postcode
Assessment number:			
Request Type			
<input type="checkbox"/> New	Commencement date:		
<input type="checkbox"/> Alteration to direct debit payment	Commencement date:		
<input type="checkbox"/> Suspension of direct debit payment	Last payment date:		
	Recommencement date:		
<input type="checkbox"/> Cancellation of direct debit payment	Last payment date:		
Payment Details			
Account holder(s) name:			
Bank name:	Branch name:		
BSB:	Account number:		
Payment Frequency Options <small>(please nominate either regular deductions or total amount on due date)</small>			
Rates assessment number:		Water assessment number:	
<input type="checkbox"/> Total net amount outstanding on due date		<input type="checkbox"/> Total net amount outstanding on due date	
Weekly deduction (Tuesdays)	\$	Weekly deduction (Tuesdays)	\$
Fortnightly deduction (Tuesdays)	\$	Fortnightly deduction (Tuesdays)	\$
Monthly deduction (1 st Tuesday of the month)	\$	Monthly deduction (1 st Tuesday of the month)	\$
Declaration			
I/We also authorise the following:			
<ul style="list-style-type: none">The Debit User to verify the details of the abovementioned account with my/our bank.The bank to release information to the Debit User to verify the abovementioned account details.			
Name:	Signature:	Date:	

FACT SHEET

Direct Debit Request Service Agreement – Terms and Conditions

Please ensure that you have read the following before sending in the Direct Debit Request.

Please retain this page for your records.

Council may vary this agreement at any time by giving you at least 14 days notice.

By signing a Direct Debit Request, you request and authorise Council to arrange for funds to be debited from your account according to the agreement which Council have with you, either of you, or a third party. The amounts drawn will be as due under that agreement or any agreed variations to it thereafter or any greater amount which you, either of you, or a third party instruct us to draw, provided such instruction is given in the manner specified in the operating authority held by us in connection with your account. Where the amount due under the agreement decreases, Rockhampton Regional Council at its discretion may decrease the amount drawn from your account or, unless you instruct us to decrease it, continue to draw the higher amount.

We will only arrange for funds to be debited from your account:

- As requested and authorised in the Direct Debit Request; and/or
- According to any notice sent to you specifying the amount payable and the date the payment is due.

The payment will be deducted from your nominated account on the nominated day. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day.

It is your responsibility to ensure that you have sufficient funds in the nominated account when payments are to be drawn. If you do not have sufficient funds, the transaction will be rejected and a dishonour fee may be charged to your account. Council will treat the payment as if it was never made.

You should be aware that:

- Direct Debiting through Bulk Electronic Clearing System is not available on all accounts, if in doubt contact your bank;
- Account details should be checked against a recent statement from your bank. If you are in any doubt, you should check with your bank before completing the Direct Debit Request; and
- It is your responsibility to advise Council if your nominated account is altered, transferred or closed. If you wish to change your bank account details you will be required to complete a new Direct Debit Request Form; and
- To ensure regular deduction payments are sufficient to be entitled to any discounts, please contact Council prior to the due date.

If you believe there has been an error in debiting your account you should contact Council on 4932 9000 or 1300 22 55 77 from 8.00am to 5.00pm, Monday to Friday as soon as possible so that we can resolve your query quickly.

Your records and account details will be kept private and confidential and will only be disclosed at your request or at the request of the bank in connection with a claim made to an alleged incorrect or wrongful debit, or otherwise as required by law.

For all matters relating to the Direct Debit arrangement on your account, including requests for deferment of debits, alteration of debit arrangements or stopping or cancelling your Direct Debit Request, please call Council on 4932 9000 or 1300 22 55 77 from 8.00am to 5.00pm, Monday to Friday.

DISPUTES:

If you believe that a drawing has been initiated incorrectly, you should contact Council's Rate Section on 4932 9000 or 1300 22 55 77 from 8.00am to 5.00pm, Monday to Friday.

You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

N.B: Your bank will ask you to contact us to resolve your disputed drawing prior to involving them.