

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 4700 | ABN: 59 923 523 766

Property Owner(s) Contact Details <small>(Please note: These details will be utilised to update Council's Rates Records)</small>			
Contact name/s:			
Date of birth:		Preferred contact number:	
Postal address:			
Email:			
Property Details			
Street number and name:			
Suburb:		State:	Postcode:
Assessment number:			
Request Type <small>(Periodic Payments available Tuesday's only)</small>			
<input type="checkbox"/> New – commencement date:		<input type="checkbox"/> Alteration – commencement date:	
<input type="checkbox"/> Suspension – last payment date:		Recommencement date:	
<input type="checkbox"/> Cancellation – last payment date:			
Payment Details <small>(Please note: Credit Cards are not accepted)</small>			
Account holder(s) name:		Financial Institution:	
Branch name:	BSB:	Account number:	
Payment Frequency Options <small>(Please only select one deduction type, either regular <u>or</u> 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	
<input type="checkbox"/> Regular instalments <small>(please specify below)</small>		<input type="checkbox"/> Regular instalments <small>(please specify below)</small>	
Weekly deduction <small>(Tuesdays)</small>	\$	Weekly deduction <small>(Tuesdays)</small>	\$
Fortnightly deduction <small>(Tuesdays)</small>	\$	Fortnightly deduction <small>(Tuesdays)</small>	\$
Monthly deduction <small>(1st Tuesday of the month)</small>	\$	Monthly deduction <small>(1st Tuesday of the month)</small>	\$
Declaration			
By signing below, I/we agree to the <i>Direct Debit Request Service Agreement Terms and Conditions</i> attached to this form. I/We authorise and request Rockhampton Regional Council (APCA User ID 301667) to arrange funds to be debited from my/our account at the Financial Institution identified within this form through the Bulk Electronic Clearing System (BECS). The authority is to remain in force within the terms outlined in the Payment Frequency Options. I/we authorise Rockhampton Regional Council (Debit User) to verify (if need be) the details of the account with my/our Financial Institution identified within this form. I/we authorise for my/our Financial Institution to release information to the Debit User to verify the account details provided within this form.			
Name:	Signature:	Date:	

FACT SHEET

Direct Debit Request Service Agreement – Terms and Conditions

Please ensure that you have read the following before submitting a Direct Debit Request Form.

Please retain this page for your records.

1. This agreement is between the Direct Debit User (Rockhampton Regional Council APCA User ID 301667) and you (the customer) and should be read in conjunction with the Direct Debit Request (DDR) Form – attached to these Terms and Conditions.
2. All notices for rates and charges will continue to be issued in accordance with the *Queensland Local Government Regulation 2012*.
3. Council will provide you with a minimum fourteen (14) days' notice if we change any of the terms of the DDR.
4. You may wish to change any details of your DDR at any time by providing at least five (5) business days' notice via:
Mail PO Box 1860, Rockhampton Qld 4700
Email enquiries@rrc.qld.gov.au
5. If you wish to change any details on your DDR Form with Council, you will be required to complete a new DDR Form.
6. Any disputed transaction should be referred to Council's Rates and Revenue Unit via any of the above methods. If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
7. Upon sale of the property, it is the vendor's responsibility to contact Council to cancel the DDR.
8. The first date of payment will be the next processing date following the Date to Commence. Any debit due to be drawn in a weekend or public holiday will be processed on the next working day.
9. Direct Debit, through the Bulk Electronic Clearing System (BECS), is not available on all accounts. It is your responsibility to ensure that the nominated account can accept Direct Debits. Please contact your Financial Institution for confirmation of this.
10. It is your responsibility to ensure that sufficient CLEARED funds are available in the nominated debiting account on the due drawing date.
11. Any debit which is dishonoured will be reversed from the rate/water account and any dishonour fee charged to Council will be passed on to your rate/water assessment and will include an administration charge. This fee may vary from time to time according to charges by Council Bankers.
12. Rockhampton Regional Council collects and manages personal information in the course of performing its activities, functions and duties. We are collecting your personal information in accordance with the *Local Government Act 2009* so that we can assess your application and update your details in relation to your account. Council deals with personal information in accordance with law, including the *Information Privacy Act 2009 (QLD)*. For further information about how we manage your personal information, please see Council's Privacy Policy available on Council's website.
13. All enquiries regarding this DDR are to be referred to Council's Customer Service Centre by phoning 07 4932 9000, Monday to Friday between 9am – 4.30pm.

PLEASE NOTE: A Direct Debit Request does not constitute a payment arrangement. If you have outstanding rates and charges, please contact a member of our Customer Service Centre on 07 4932 9000 to request a payment arrangement.