

Devonport City Council **Direct Debit Request (DDR)**

Customer Authority - Name of Customer/s authorising Direct Debit

Full Name:		
Postal Address:		
Email Address:		
Phone Numbers	Mobile:	Work/Other:

I/We authorise and request the Devonport City Council (User ID 303156) to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authority remains in force in accordance with the terms of the Direct Debit Request Service Agreement.

Property Details - From your Rates Notice/s

Property Address: _____	PID No. _____
Property Address: _____	PID No. _____
Property Address: _____	PID No. _____

Savings or Cheque Account Details			
Name of Financial Institution	<input style="width: 95%;" type="text"/>	Branch	<input style="width: 95%;" type="text"/>
Account Holder Name(s)	<input style="width: 95%;" type="text"/>		
BSB Number	Account Number	First Payment Date	
<input style="width: 25px; height: 25px;" type="text"/> <input style="width: 25px; height: 25px;" type="text"/> <input style="width: 25px; height: 25px;" type="text"/> <input style="width: 25px; height: 25px;" type="text"/> <input style="width: 25px; height: 25px;" type="text"/> <input style="width: 25px; height: 25px;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
		(Thursdays only)	
Instalments	4 Instalments debited on Instalment Due Dates each year as per rates notice		
Weekly	Equal payments every Thursday from July to June.		Payment amounts calculated by Council upon issue of next annual Rates Notice and will NOT incur penalty.
Fortnightly	Equal payments every 2nd Thursday from July to June.		
Monthly	Equal payments every 4th Thursday from July to June.		

I/We authorise the following:

1. The Debit User to verify the details of the abovementioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing the Debit User to verify the abovementioned account details.

Signed by Customer

Date

Signed by Customer

Date

Direct Debit Request (DDR) Service Agreement

1. The Customer agrees to the debiting details as contained in the Direct Debit Request (DDR) and the Devonport City Council undertakes to periodically debit your nominated account with the agreed amount for payment of rates. The DDR will remain in force until cancelled by either party.
2. **Instalment Direct Debits** amounts will be debited on the instalment due dates according to the annual rates notice. **Weekly/Fortnightly/Monthly Direct Debits** - Council will in July each year calculate and recalculate the nett rate balance into equal payment amounts to ensure rates are paid in full by 30th June each year without penalty.
3. Council will provide not less than 14 days' notice to the Customer if it proposes to vary any of the terms of this arrangement.
4. All enquires relating to the Direct Debit Arrangement including:
 - changes to the Direct Debit payment amount;
 - stopping or altering an individual payment;
 - cancelling the Direct Debit arrangement;should be directed to the Devonport City Council by phone, in person, by email or in writing at least 5 days before the next scheduled payment to allow time to accommodate the requested change. You may also cancel the arrangement through your Financial Institution.
5. Changes to the Customer's Financial Institution will require a new DDR. Provided the new details relate to the same property rates, cancellation of the previous DDR arrangement is automatic.
6. **Disputes** - If you believe a drawing has been initiated incorrectly on your account, you should notify Council on (03) 6424 0511 as soon as possible. If we are unable to satisfy your query, you should then contact your Financial Institution. You will receive a refund for the drawing if we cannot substantiate the reason for the drawing.
7. Direct debiting through BECS is not available on all accounts and account details should be checked against a recent statement from your Financial Institution. If you are in doubt, you should check with your Financial Institution before completing the Request.
8. It is your responsibility to ensure sufficient clear funds are available in the relevant account by the due date to permit the payment of the debit amount initiated in accordance with the DDR.
9. If the due date for a payment falls on a non-working day or public holiday, the payment may be processed on the next working day.
10. Should the Arrangement be cancelled, payment of the property rates will immediately revert to the instalment due dates as shown on the Rates Notice.
11. For returned unpaid transactions, the following procedure will apply:
 - The scheduled payment against your rates account will be reversed and any dishonour fees incurred by Council will be applied to your account.
 - For **Instalment Direct Debits**, a letter will be sent requesting manual payment of the outstanding instalment. If payment is not made in accordance with the letter, then the Direct Debit will be **cancelled**.
 - For **Calculated Direct Debits**, the remaining payments will be recalculated on the total rate balance outstanding and a letter sent advising the new payment amount.

If you have two consecutive returned unpaid transactions, or three returned unpaid transaction in a financial year, your DDR Arrangement will be cancelled.

Personal Information Protection Statement

The personal information on this form is required by Council for payment of rates. We only use your personal information for this and related purposes. This information may be disclosed to Council's Financial Institution in connection with a claim relating to an alleged incorrect or wrongful debit. If this information is not provided, we may not be able to process your request. You may access and/or amend your personal information at any time. How we use this information is explained in our Personal Information Protection Policy which is available at Council's Customer Service Centre (8.30am to 5pm) or at www.devonport.tas.gov.au.