

# Boroondara City Council Sundry Debtors Direct Debit Form

ABN 83 441 314 965



## Direct Debit Request Service Agreement

1. Debiting your account	<div>1.1 By signing a direct debit request, you have authorised Council to arrange for funds to be debited from your nominated account. You should refer to the direct debit request and this agreement for the terms of the arrangement between Council and you.</div> <div>1.2 Council will only arrange for funds to be debited from your account as authorised in the direct debit request.</div> <div>1.3 If debit days fall on a day that is not a business day, Council may direct your financial institution to debit your account on the following business day.</div> <div>1.4 This facility is not available for credit card accounts.</div>
2. Changes by us	<div>2.1 Council may vary/cancel any details of this agreement under a direct debit request at any time by giving you at least 14 days written notice.</div>
3. Changes by you	<div>3.1 Subject to 3.2, you may change the arrangements under a direct debit request by completing a new direct debit request (DDR) and presenting this to Finance and Corporate Planning at the Boroondara City Council.</div> <div>3.2 You may also cancel or suspend your authority for us to debit your account by giving Boroondara City Council, 7 days notice in writing before the next debit day.</div> <div>3.3 You may stop a direct debit item or request deferment of a debit item by contacting Finance and Corporate Planning.</div>
4. Your obligation	<div>4.1 It is your responsibility to ensure the account details on your direct debit form are correct. You can have your financial institution verify the details by stamping the direct debit request form.</div> <div>4.2 It is your responsibility to ensure that there are sufficient funds available in your account to allow a debit payment to be made in accordance with the direct debit request. (Ensure funds are clear at time of debit).</div> <div>4.3 If there are insufficient (clear) funds in your account to meet a debit payment:<div>(a) you may be charged a fee and/or interest by your financial institution;</div><div>(b) you may also incur fees or charges imposed or incurred by Council; and</div><div>(c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by agreed time so that Council can process the debit payment.</div></div> <div>4.4 It is your responsibility to check your account statement to verify that the amounts are debited from your account are correct.</div>
5. Dispute	<div>5.1 If you believe that there has been an error in debiting your account, you should notify Boroondara City Council directly on 9278 4306 and also confirm in writing with Council as soon as possible so that your query can be resolved promptly.</div> <div>5.2 If Council conclude as a result of investigations that your account has been incorrectly debited, you will be refunded the amount in the form of a cheque payment, payable to the person who is listed on this agreement as the account holder. Including any charges you may have incurred. To re-imburse for charges due to an error made by Council, a requirement will be; notify Council in writing and send a copy of the account statement and or notification indicating the charge incurred. This is required in order to verify the charge.</div> <div>5.3 If Council conclude as a result of our investigations that your account has not been incorrectly debited you will receive a written response to your query, providing you with valid reasoning and any evidence for this finding. Any queries you may have about an error made in debiting your account should be directed to Council in the first instance so that we can attempt to resolve the matter. If Council cannot resolve the matter it will be suggested to you to contact your financial institution who will be able to obtain details from you of the disputed transactions, and may lodge a claim on your behalf.</div>
6. Accounts	<div>6.1 You should check:<div>(a) with your financial institution whether direct debit is available from your account as direct debit through BECS is not available on all accounts offered by financial institutions</div><div>(b) that the account details which you have provided to Council are correct by checking them against a recent account statement, or by having your financial institution verify the account details and stamp the direct debit request form.</div></div>
7. Confidentiality	<div>7.1 Council will keep any information (including your account details) stated on your direct debit request confidential. Council will make reasonable efforts to keep any such information that we have about you secure, and to ensure that any of our employees or agents who have access to information about you, do not make any unauthorised use, modification, reproduction or disclosure of that information.</div> <div>7.2 Council will only disclose information that we have about you:<div>(a) to the extent specifically required by law; or</div><div>(b) for the purposes of this agreement (including disclosing information in connection with any queries or claims)</div><div>(C) to your financial institution in the event of a claim or an alleged incorrect, or wrongful debit</div></div>
8. Notice	<div>8.1 If you wish to notify Council in writing about anything relating to this agreement, you should write to Boroondara City Council, Private Bag 1, Camberwell, Vic 3124.</div> <div>8.2 Council will notify you by sending a notice in the ordinary post to the address shown on the relevant documents in relation to this agreement.</div> <div>8.3 Any notice will be deemed to have been received two business days after it is posted.</div>



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## Boroondara Direct Debit Request Service Agreement AUTOMATIC Account Payment

Paying by Boroondara Direct Debit is a convenient and easy way to ensure your Council charges are paid directly from your nominated bank account.

Direct debit payment guarantees your payments are always up-to-date. You can choose your bank account, but keep in mind some passbook accounts are excluded from this service. You will need to check with your financial institution.

### Steps

1.

Complete the details on the reverse side of this form. If in doubt check with your Financial Institution that you have listed the correct account details.
2.

Send the completed form to the Finance and Corporate Planning:

Boroondara City Council

Private Bag 1

Camberwell Vic 3124
3.

Your payments will begin on the last business day of the month in which the form is received and will be automatically transferred from your nominated account. You will need to ensure there are adequate funds in your nominated bank account. If the funds are not accessible then your financial institution will impose a charge to your nominated account for allowing the account to have insufficient funds for the transfer to be complete.

### Please note:

The facility is not available for Credit Card Accounts

If you wish to cancel the direct debit process you must confirm your request in writing and send it to:

Boroondara City Council  
Financial Accounting Co-Ordinator  
Private Bag 1  
Camberwell Vic 3124

For any queries in relation to payments and charges please contact:

Boroondara City Council  
Financial and Corporate Planning  
Ph: 03 9278 4306  
Email: accounts.receivable@boroondara.vic.gov.au



Direct Debit Request - Sundry Debtors

Form with sections: Request and Authority to debit the account, Insert the name and address of YOUR financial institution, Insert details of YOUR account, Acknowledgement, Insert YOUR signature, address and contact phone number, Please indicate.

Office Use Only: Verification of Debtor / Payment details as per attached agreement. Signature: Full Name:



Direct Debit Request Service Agreement

Please complete details on the attached Direct Debit Request form (opposite). Have the form authorised by your bank, if you are unsure of your bank account details, detach the form from this Direct Debit Request Service Agreement and send it to:

Boroondara City Council
Private Bag 1
Camberwell Vic 3124

Please ensure that you retain this Direct Debit Request Service Agreement and keep it in a safe place.

If you have any queries, please contact Council's Finance and Corporate Planning on 9278 4306.

Definitions

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
agreement means this Direct Debit Request Service Agreement between you and us.
business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Victoria.
debit day means the day that your payment is due to Council.
debit payment means a particular transaction where a debit is made.
direct debit request means the direct debit request between us and you.
us or we means Boroondara City Council you have authorised by signing a direct debit request.
you means the customer who signed the direct debit request.
your financial institution is the financial institution where you hold the account that you authorised us to arrange to debit.

Please note: This is a continuous agreement, that will only be cancelled on written notification received by Council.