

## Rates – Direct Debit Application

This form is your request for Council to deduct money from your bank account (Debit Authority) for the payment of your Rates and Charges on your property. This can occur either:

- fortnightly – deducted on Thursday
- monthly – deducted on the 28<sup>th</sup> of each month
- instalments – four instalments deducted as detailed on your annual rate notice.

The Rates Department will determine the amount to be deducted to ensure rates and charges are paid in full by 31 May of each year.

<b>Applicant/s details (details of person/company requesting authority to debit)</b>		
Given name:		
Surname:		
Organisation name (if applicable):		
Mobile number:	Other contact number:	
Email:		
<b>Property details (details of property for which Rate and Charges are being paid)</b>		
Rates assessment number:		
Street address:		
Town/suburb:	State:	Postcode:
<b>Details of account to be debited</b>		
Name of account holder/s:		
Financial institution name:	Branch:	
BSB number:	Account number:	
<b>Direct debit options</b>		
Please select which of the following options you wish to apply to your Direct Debit agreement:		
<input type="checkbox"/> Option 1: fortnightly – deducted on Thursday		
<input type="checkbox"/> Option 2: monthly – deducted on the 28 <sup>th</sup> of each month		
<input type="checkbox"/> Option 3: four (4) instalments – deducted as detailed on your annual rate notice		
<b>Further information</b>		
Acknowledgement - I/We have read and acknowledge the 'Service Agreement' overleaf and agree to comply with my/our obligations. I/We request this arrangement remain in place in accordance with the above payment option and in accordance with the 'Service Agreement' overleaf.		
Signature/s:	(if signing for a company - sign, print full name and capacity for signing i.e. director)	Date:

If you require any assistance completing this form please contact Council on (03) 5772 0333 or via email to [rates@murrindindi.vic.gov.au](mailto:rates@murrindindi.vic.gov.au)

Completed form to Council via either [rates@murrindindi.vic.gov.au](mailto:rates@murrindindi.vic.gov.au), post or visit one of our offices.

### Privacy statement

The personal information requested in this form is being collected by Murrindindi Shire Council for the purpose of this application. We will not disclose your personal information without your consent, except where required to do so by law. To view our privacy policy, visit our website at [www.murrindindi.vic.gov.au/privacy](http://www.murrindindi.vic.gov.au/privacy)

If you do not wish for us to update our records with the information provided, please check this box.

## Direct debit request Service Agreement – rates & charges payments

The following is your Direct Debit Service Agreement with Murrindindi Shire Council (Debit User ID 469275). This agreement details what your obligations are when entering into a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider.

### 1. Debiting your account

By signing a Direct Debit Request, you have authorised Murrindindi Shire Council to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement.

Murrindindi Shire Council will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

If the debit day falls on a day that is not a banking day, Murrindindi Shire Council may direct your Financial Institution to debit your account on the following banking day.

If you are unsure about which day your account has or will be debited you should ask your Financial Institution.

**I/we acknowledge by signing the Direct Debit Request that this is an ongoing arrangement and that payments will be adjusted in line with each annual rate notice to ensure that rates & charges are paid in full by May 31 of each year. Fortnightly and monthly payments will continue to be deducted at the same rate after this date until adjusted in line with the next annual rate notice.**

### 2. Amendments by us

Murrindindi Shire Council may vary any details of this Agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days notice in writing. Council reserves the right to cancel this arrangement if multiple payment defaults occur.

### 3. Amendments by you

You may stop or defer a debit payment, or terminate this agreement, by providing us with at least 14 day's written notification to: Murrindindi Shire Council, PO Box 138 Alexandra 3714, or by email to [rates@murrindindi.vic.gov.au](mailto:rates@murrindindi.vic.gov.au)

### 4. Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to meet a debit payment.

If there are insufficient funds in your account to meet a debit payment:

- a. you may be charged a fee and/or interest directly by your Financial Institution
- b. you may also incur an administration service fee imposed by us for the reversal of any defaulted payments, as set by Council, currently charged at \$20 per payment default
- 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 an agreed time so that Murrindindi Shire Council can process the debit payment
- d. default payments – if two consecutive payments are defaulted the agreement will be cancelled and any fees charged from a Financial Institution may be on-charged to you.

### 5. Dispute

If you believe that there has been an error in debiting your account, you should notify Murrindindi Shire Council directly on (03) 5772 0333 and confirm that notice in writing with us as soon as possible so that your query can be resolved quickly. Alternatively, you can take it up with your Financial Institution directly.

If Murrindindi Shire Council conclude as a result of our investigations that your account has been incorrectly debited arrangements will be made with your Financial Institution to adjust your account accordingly. You will be notified in writing of the amount by which your account has been adjusted.

If the investigation concludes that your account has not been incorrectly debited you will be provided with reasons and any evidence for this finding in writing.

### 6. Accounts

You should check:

- a. with your Financial Institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by Financial Institutions
- b. your account details which you have provided to us are correct by checking them against a recent account statement
- c. with your Financial Institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

### 7. Confidentiality

Murrindindi Shire Council will keep any information (including your account details) in your Direct Debit Request confidential. All reasonable steps will be taken to keep any such information secure and not to make any unauthorised use, modification, reproduction or disclosure of that information.

### 8. Notice

If you wish to notify of anything relating to this agreement, you should write to Murrindindi Shire Council, PO Box 138 Alexandra 3714, or email [rates@murrindindi.vic.gov.au](mailto:rates@murrindindi.vic.gov.au)