



Direct Debit Request and Authority

THIS PAGE IS TO BE RETURNED TO COUNCIL

295 Springvale Rd (PO Box 1) Glen Waverley Vic 3150 or Fax (03) 9518 3672

Request and Authority To Debit	Surname or Company Name _____ Given names or ACN/ARBN _____ ('you') Request and authorise Monash City Council, ID No. 315293 , to arrange, through its own financial institution, for any amount Monash City Council may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement (attached).
Insert the name and address of bank or financial institution at which account is held	Bank/Financial Institution Name _____ Address _____
Insert details of account to be debited Note: Direct Debit is only available from Savings or Cheque Accounts. Not by Credit Card.	BSB Number <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> Account Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Name the Bank Account is in e.g. John M Citizen _____
Acknowledgment	By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Monash City Council as set out in this Request and in your Direct Debit Request Service Agreement.
Payment Details	I/We wish to pay my/our Monash City Council Rates by Direct Debit as follows – <input type="checkbox"/> By Payment in Full Or <input type="checkbox"/> By Four (4) Instalments Or <input type="checkbox"/> By Ten (10) Monthly Instalments For Assessment Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> For Property Address _____
Insert your signature and address	Signature _____ (If signing for a company, sign and print full name and capacity for signing e.g. Director) Address _____ _____ E-mail Address _____ Telephone No. _____ Date ____/____/____

Office Use Only	<input type="checkbox"/> Monash or <input type="checkbox"/> ComSecure <input type="checkbox"/> Instal <input type="checkbox"/> DD <input type="checkbox"/> Act Keyed by _____ ____/____/____
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Direct Debit Request and Authority Service Agreement

THIS AGREEMENT PAGE TO BE RETAINED BY RATEPAYER

Definitions

Account means the account held a *your financial institution* from which *we* are authorised to arrange for funds to be debited, being a Cheque or Savings Account only.

Agreement means this Direct Debit Request Service Agreement *you* and *us*.

Banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by *you* to *us* is due

Debit payment means a particular transaction where a debit is made.

Direct debit request means the Direct Debit Request between *you* and *us*.

Us and *we* means Monash City Council (the Debit User) *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* have authorised *us* to arrange to debit

1. Debiting your account

1.1 By signing a *direct debit request*, *you* have authorised *us* 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 between *us* and *you*.

1.2 *We* will only arrange for funds to be debited from *your* account as authorised in the *direct debit request*.

1.3 If the *debit day* falls on a day that is not a *banking day*, *we* 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*

2. Changes by us

We may vary any details of this *agreement* or a *direct debit request* at any time by giving *you* at least fourteen (14) days' written notice.

3. Changes by you

3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit* request by contacting *us* on 9518 3497.

3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least 5 days before the next *debit day*. This notice should be given to *us* in the first instance

3.3 *You* may also cancel *your* authority for *us* to debit *your* account at any time by giving *us* 5 days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.

4. Your obligations

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a debit payment to be made in accordance with the *direct debit request*.

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

- (a) *you* may be charged a fee and/or interest by *your financial institution*;
- (b) *you* may also incur fees or charges imposed or incurred by *us*; and
- (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 *we* can process the *debit payment*.

4.3 *You* should check *your* account statement to verify that the amounts debited from *your* account are correct

4.4 If Monash City Council is liable to pay goods and services tax ('GST') on a supply made in connection with this agreement, then *you* agree to pay Monash City Council on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute

5.1 If *you* believe that there has been an error in debiting *your* account, *you* should notify *us* directly on 9518 3664 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly.

5.2 If *we* conclude as a result of our investigations that *your* account has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your* account (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your* account has been adjusted

5.3 If *we* conclude as a result of our investigations that *your* account has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding.

5.4 Any queries *you* may have about an error made in debiting *your* account should be directed to *us* in the first instance so that *we* can attempt to resolve the matter between *you* and *us*. If *we* cannot resolve the matter *you* can still refer it to *your financial institution*, which will obtain details from *you* of the disputed transaction and may lodge a claim on *your* behalf.

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; and
- (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

7.1 *We* are collecting this information for the purpose of processing the payment of Council rates via *Direct Debit* payment. *We* will keep the information (including *your* account details) confidential, and will take reasonable steps to ensure that all information that *we* have about *you* is kept secure.

7.2 *We* will only disclose this information;

- (a) For the purpose of this agreement; or
- to the extent specifically required by law

8. Notice

8.1 If *you* wish to notify *us* in writing about anything relating to this agreement, *you* should write to Monash City Council PO Box 1 Glen Waverley Vic 3150.

8.2 *We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *direct debit request*.

8.3 Any notice, will be deemed to have been received on the third *banking day* after posting.