

DIRECT DEBIT APPLICATION



1. This agreement is between the Direct Debit User (Townsville City Council User ID 207492) and you (the customer) and should be read in conjunction with the Direct Debit Request (DDR) form.
2. All notices for rates and charges will continue to be issued in accordance with the *Queensland Local Government Act*.
3. Council will provide you with a minimum of fourteen (14) days notice if we change any of the terms of the DDR.
4. You may stop or cancel your DDR at any time by providing at least ten (10) business days notice via:

Mail	PO Box 1268, Townsville QLD 4810; or
Email	enquiries@townsville.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 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 property, it is the vendor's responsibility to contact Council to cancel this DDR.
8. The first date of payment will be the next processing date following the Date to Commence. Any debit due to be drawn on 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 account and any dishonour fee charged to Council will be passed on to your rate assessment, and will include an administration charge. This fee may vary from time to time according to charges by Council Bankers.
12. Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which council manages personal information is governed by the *Information Privacy Act 2009* (Qld). We are collecting your personal information in accordance with *Local Government Act 2009* so that we can assess your application and update your details in relation to your account. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. For further information about how we manage your personal information please see our [Information Privacy Policy](#).
13. All enquiries regarding this DDR are to be referred to Council's Customer Service Centre by phoning 13 48 10, Monday to Friday between 8:30am – 5:00pm.

PLEASE NOTE A direct debit arrangement does not constitute a payment plan. If you have outstanding rates and charges, please contact a member of our Customer Service Team on 13 48 10 to formalise a payment arrangement.

DIRECT DEBIT REQUEST (DDR)



SECTION 1

CUSTOMER'S AUTHORITY I/ We _____

SURNAME FIRST NAMES

SURNAME FIRST NAMES

CUSTOMER'S ADDRESS _____

CONTACT NO _____ EMAIL _____

I/We authorise and request TOWNSVILLE CITY COUNCIL (APCA User ID Number 207492) to arrange funds to be debited from my/our account at the financial institution identified below through the Bulk Electronic Clearing System (BECS). The authority is to remain in force within the terms outlined in Section 3.

SECTION 2

DETAILS OF ACCOUNT TO BE DEBITED
(ALL DETAILS MUST BE SUPPLIED)

Name and Address of Financial Institution _____

Account Holder's Name/s _____

BSB No. - Account No.

SECTION 3

PAYMENT DETAILS

Property Address _____

Property Number _____ Amount _____

Payment Method (Tick) Weekly Fortnightly Monthly Date to Commence _____

- or Debit my account to the value of the nett rates and utilities on the due date of the notice.
- or Increase the amount of my previous Direct Debit from _____ to _____
- and/or Please cancel my existing Direct Debits with Townsville City Council.

SECTION 4

AGREEMENT

I/We authorise the following:

By signing below, I/we acknowledge that this Direct Debit arrangement is governed by the terms of Authorisation the DDRSA attached to this request.

I/We also authorise Townsville City Council (Debit User) to verify (if need be) the details of the account with my/our Financial Institution mentioned above.

SIGNATURE DATE

SIGNATURE DATE