



# RATES AND WATER NEW DIRECT DEBIT REQUEST

## SECTION A Property Details

Assessment number:

Property owner name: \_\_\_\_\_

Property address: \_\_\_\_\_

## SECTION B Contact Information

Name: \_\_\_\_\_

Postal address: \_\_\_\_\_

**Would you like this postal address as your mailing address for Rates and Water Notices? (Please tick if "YES")**

Email: \_\_\_\_\_

Daytime No: \_\_\_\_\_ Mobile No: \_\_\_\_\_

## SECTION C Bank Account Details (credit card details not accepted)

Account name: \_\_\_\_\_

Bank & Branch: \_\_\_\_\_

BSB No:

Account No:

## SECTION D RATES Payment Schedule \*(refer to calendar for extraction dates)

Quarterly (Due Date on Rates Notice)  Monthly - Rates only (3<sup>rd</sup> Wednesday)\*  
 Weekly (Wednesday)  Fortnightly (Wednesday)\*

Amount: \$\_\_\_\_\_.00 Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## SECTION E WATER USAGE Payment Schedule \*(refer to calendar for extraction dates)

Quarterly (Due Date on Water Notice)  Fortnightly (Wednesday)\*  
 Weekly (Wednesday)

Amount: \$\_\_\_\_\_.00 Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## SECTION F Declaration

I/We Authorise Bogan Shire Council to arrange for funds to be debited from my/our nominated bank account at the financial institution identified above through the Bulk Electronic Clearing System (BECS) I/We agree to the attached Service Agreement, which I/We have read and understood.

Bank account holder(s) signature(s): x\_\_\_\_\_x\_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**This agreement is to remain in force in accordance with the terms described in the Service Agreement.**

If you need any help completing this form, please call customer service on (02) 6835900 You can fax, email or post your completed form to the following: Fax: (02) 68359011 Email: admin@bogan.nsw.gov.au Post: PO Box 221, Nyngan, NSW, 2825

# DIRECT DEBIT REQUEST SERVICE AGREEMENT

**Bogan Shire Council**  
**81 Cobar Street**  
**PO Box 221**  
**NYNGAN NSW 2825**

**Phone: 02 6835 9000**  
**Fax: 02 6835 9011**

## **1. Notification that payment is due**

Where the amount of payment due varies from bill to bill, we will always provide you with a bill at least 10 business days (or such time as agreed with you) before payment is due. On the due date, the amount will be debited from the account you have nominated at your financial institution.

Where the amount of payment due is "fixed" according to a pre-agreed arrangement, we will always notify you at least 10 business days (or such time as agreed with you) before the due date if there is a change in the amount to be paid.

## **2. Direct debit guarantee**

If you dispute any amount on a bill or on a notification of payments due under a pre-agreed arrangement, and let us know at least 7 business days before payment is due, we guarantee we will not debit your account for the amount in dispute until the dispute is resolved. This notice will allow us enough time to resolve the problem or to halt processing of the payment.

## **3. Change in payment method or cancellation**

You may cancel the direct debit or change your nominated account by simply letting us know, in writing, at least seven (7) business days before payment is due.

## **4. Privacy**

We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorized representative.

## **5. Complaints**

We will provide you with contact details for lodging complaints when the direct debit is established, and these details will be repeated on regular bills. We will respond to any complaint within 5 business days.

## **6. Range of Accounts**

Direct Debiting is not available on the full range of accounts. Accounts such as: Credit Card of any kind, and certain bank accounts (e.g. Passbook Accounts) can NOT be used for Bogan Shire Council's Direct Debiting Payment method. If you are in doubt if your account is suitable, please contact your financial institution.

## **7. Sufficient Funds**

You must ensure that you have sufficient clear funds available in the relevant account by the due date to permit the payment of the direct debit.

## **8. Due Date**

When the due date for payment falls on a day, which is not a Business Day, it is taken to be due on the next Business Day. Any enquiries please call Council's Rates Department on 6835 90002.

## **9. Unpaid Items**

When a direct debit item is returned as unpaid, the related fees from the bank are also included. These related fees will be debited your account as well as an administration fee of \$20-00 each time your payment is dishonoured. If your direct debit is dishonoured three times or more within a financial year Council will cancel your request for a Direct Debit.

## **10. Incorrect or wrongful debit**

The privacy provision as per Item 4 above applies; however, the Bank may require information to be provided in connection with a claim made relating to an alleged incorrect or wrongful debit.