

Direct Debit

Request for Direct Debit - Ku-ring-gai Council

Simply complete this form and return by mail to Locked Bag 1006 GORDON NSW 2072, fax to 02 9424 0001, email krg@krg.nsw.gov.au or drop in to Customer Service Lvl 4, 818 Pacific Highway, GORDON NSW 2072



Customer Details

Customer Name / Company Name (if business)

Contact Name (if business)

Property No: (found top right hand side of notice)

Street Address of Property

Suburb

State

Postcode

Postal address (if different to above)

Suburb

State

Postcode

Telephone (daytime) - Include Area Code

Telephone (evening) - Include Area Code

Telephone (mobile)

Email Address

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*Direct debiting is not available on the full range of accounts. If in doubt please refer to your financial institution.

Bank Account Details

Name of Financial Institution

Branch Name or Address (where account is held)

Name of Account Holder (exactly as on account)

BSB Number

Account Number

CREDIT CARDS NOT ACCEPTED

Application Declaration

You request Ku-ring-gai Council to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from the nominated institution account to make all payments to ensure Council rates are paid by the due date.

You acknowledge reading the Direct Debit Request Service Agreement and agree to these terms. Your first payment will occur on the elected "Payment option". This arrangement will remain in place until you notify Ku-ring-gai Council in writing to cancel or amend, or if Ku-ring-gai Council terminates the arrangement in line with the terms and conditions.

You will notify Ku-ring-gai Council of the cancellation of this authority and will not hold Ku-ring-gai Council responsible for any action arising from your failure to do so.

If this is a joint account, both signatures may be required. If a company, partnership or other organisation, an authorised signatory must sign and print their title.

I/We have read and accept the terms and conditions set out in the Direct Debit Request Service Agreement

Signature

Date

Signature

Date

Ku-Ring-Gai Rates Payment Option- Please indicate your chosen method of payment

- Quarterly (4) instalments as shown on rates notice
 31 Aug
 30 Nov
 28 Feb
 31 May
 Annually to commence from 31 August 20_ _
 The total rates for the year will be debited on the 31 August each year

Direct Debiting is NOT available from credit cards.

Please check your account details on a recent statement, and if you are unsure check with your financial institution.

Direct Debit

818 Pacific Highway, Gordon NSW 2072 | Locked Bag 1006, Gordon NSW 2072
T 02 9424 0770 F 02 9424 0880 DX 8703 Gordon TTY 02 9424 0875



PLEASE RETAIN THIS PAGE FOR YOUR RECORDS

This document outlines the service agreement in respect of the direct debit request (DDR) arrangements made between Ku-ring-gai Council (user ID no. 088983) and you. It sets out Council's responsibilities, your rights and your responsibilities.

Initial terms of the arrangement

In terms of the direct debit request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for payment of Council rates. *Two or more consecutive dishonours will result in the termination of arrangement.*

Drawing arrangements

- The completed application form must be received by Council at least 14 working days prior to the due date for the first payment.
- If you are paying:
 - **ANNUALLY**, your account will be debited with the full annual amount of your rates on 31 August
 - **QUARTERLY**, your account will be debited with the instalment amounts as set out on your rate notice, on 31 August, 30 November, 28 February and 31 May.
- If the due date falls on a weekend or public holiday the amount will be debited on the first working day thereafter.
- We will give you at least 14 days' notice in writing should changes to the initial terms of the arrangement be made.

Changes to the arrangement

If you want to make changes to the drawing arrangements, please contact Council in writing at least 14 days prior to the date from which you require the changes to take effect. These changes may include:

- Changing account details
- Altering the method of payment
- Cancelling the direct debit.

Disputes

- If you believe that a drawing has been initiated incorrectly please contact Council's rates department on 9424 0000.
- If you do not receive a satisfactory response from Council to your dispute, contact your financial institution

If your drawing is returned or dishonoured by your financial institution, we will contact you requesting that the payment be made by some other method. The direct debit drawings will continue from the next scheduled debit. Any transaction fees payable by us in respect of the dishonour will be added to the next scheduled debit. A fee may also be charged by your financial institution.

Your Privacy

The personal information you have supplied is voluntary and assists Council staff in processing your Direct Debit request. Failure to provide some details may result in rejection or delays. The details provided are used by Council staff and the respective financial institution. These details may be changed/corrected by contacting Council.