

## Direct Debit Service Agreement

### COUNCIL'S COMMITMENT TO YOU

This Direct Debit Service Agreement outlines Council's service commitment to you in respect of the Application for a Direct Debit Agreement made between Council (Direct Debit ID: 126154) and you. This Agreement provides the rights and responsibilities of both Council and yourself.

### Initial Terms of the Agreement

Council will periodically debit your nominated account the amount for the payment of Rates, Water and/or Debtor Account as agreed within your Application for a Direct Debit Agreement.

The drawing will occur on the next due date following the receipt of an Application for a Direct Debit Service Agreement. The frequency will be one of the following depending on the details of the Application:

<b>Frequency</b>	<b>Drawing</b>
Annual (Rates Only)	Your nominated account will be debited with the full annual amount on 31 August.
Instalments (Rates and Water)	Your nominated account will be debited with the quarterly amount outlined in your rates and/or water notice on: <ul style="list-style-type: none"><li>i. 31 August;</li><li>ii. 30 November;</li><li>iii. 28 February; and</li><li>iv. 31 May.</li></ul>
Weekly, Fortnightly and Monthly (Rates, Water and Debtor)	Your nominated account will be debited at the frequency nominated, with the amount specified in the Application on Thursday.

If any drawing is scheduled to occur on a non-business day, your nominated account will be debited on the previous business day proceeding the scheduled drawing date.

### YOUR RIGHTS

#### Changes to the Agreement

You can make changes to the drawing outlined in your Application such as:

1. Deferring the drawing;
2. Altering frequency;
3. Cancelling; and
4. Amending nominated account details.

To arrange any of the above changes please contact Council on 6850 2300 or alternatively you can write to Council at PO Box 333, Forbes NSW 2871 or via email [forbes@forbes.nsw.gov.au](mailto:forbes@forbes.nsw.gov.au).

All changes must be made at least 14 working days prior to the next scheduled drawing.

### Enquiries

Please direct all enquiries regarding a Direct Debit Service Agreement to Council rather than your financial institution. All communication addressed to Council should include your properties assessment or debtor account number.



# AGREEMENT

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All personal information held by Council will be kept confidential except for the information provided to Council's financial institution to initiate the drawing to your nominated account.

### Disputes

If you believe that a drawing has been initiated incorrectly please contact Council immediately on 6850 2300 or via email [forbes@forbes.nsw.gov.au](mailto:forbes@forbes.nsw.gov.au). Your financial institution will ask that you contact Council to resolve your drawing dispute prior to involving them.

If you do not receive a satisfactory response from Council, please contact your financial institution.

You will receive a refund of the drawing amount if Council can not substantiate the reason for the drawing.

### YOUR COMMITMENT TO US

#### It is your responsibility to ensure that:

- 1 Your nominated account can accept direct debits (your financial institution can confirm this);
- 2 That on the drawing date there is sufficient available funds in the nominated account;
- 3 You will advise Council if the nominated account is transferred or closed;
- 4 That you are reviewing the drawing amount annually to ensure your payment amount is covering any balances owing to Council.

### Dishonoured Drawings

If your drawing is returned or dishonoured by your financial institution, Council will re-draw at the next scheduled drawing date. Any transaction fees payable by Council in respect of the above will be added to your account in addition to a dishonour fees as listed in Council's inforce *Schedule of Fees and Charges*. A fee may also be charged by your financial institution.

Further dishonours will result in cancellation of your Direct Debit Service Agreement. Council will notify you through written correspondence should this occur. Council reserves the right to contact you by telephone as means of resolving any dishonours by your financial institution or other enquiries as they occur.



# FORM

## Application for Direct Debit Service Agreement

I / We request that Forbes Shire Council (Debit ID No: 126154) arrange for funds to be debited from my / our nominated account at the financial institution shown below:

### APPLICANT DETAILS

Name:

Postal Address:

Phone:

Mobile:

Email:

Amendment to a previous Direct Debit? Yes:  No:

### FINANCIAL INSTITUTION DETAILS

Financial Institution  
Name:

Branch:

Name(s) the  
Account is held:

BSB:

Account No:

Commencing: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

*(payment will be deducted on corresponding Thursday)*

On the following basis:

Assessment No. or  
Debtor No:

Property Address or  
Debtor Name:

Frequency: Weekly:  Fortnightly:  Monthly:

Amount: Rates: \$ Water: \$ Debtor: \$

For the amount due on the rates or water notice issued by Council on the following basis:

Assessment No:

Property Address:

Rates: Annually:  Water:  Pay in full:   
Instalment:

