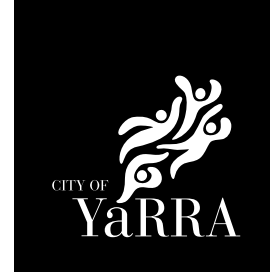


# Direct Debit Registration Form

## Rates and Charges

Yarra City Council ABN 98 394 086 520



This form will register you to pay your rates automatically via your preferred payment frequency from your financial account.

You can return this form by:

**Post:** Revenue Services, Yarra City Council, PO Box 168, Richmond Victoria 3121

**Email:** Scan the completed form and email it to [info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au)

### REQUEST AUTHORITY to debit the account named below to pay Yarra City Council

Request and authorise **Yarra City Council, Debit User ID 385471** to arrange for any amount to be debited or charged to you through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).

### PROPERTY DETAILS

Property address

Property number

Name of property owner/s

### APPLICANT DETAILS

Owner  Occupier

Surname or Company name

Given names or ABN/ACN

Address

State

Postcode

Phone number

Mobile number

Email address

### BANK DETAILS

Account name (ie. J Citizen)

BSB

Account number

Bank name

Branch

Address

State

Postcode

### PAYMENT FREQUENCY

Select your preferred payment frequency

Four payments

Ten monthly payments

### ACKNOWLEDGMENT

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangement between you and Yarra City Council, as set out in this Request and in your Direct Debit Request Service Agreement. The first debit may be made in accordance with the dates set out on Council's Rate Notice.

Signature

Date

If you have any queries please contact Council's Revenue Services on 9205 5555 or email [info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au)

# Direct Debit Request Service Agreement (DDR-SA)

Yarra City Council ABN 98 394 086 520

Please retain this agreement and store with your rates notice.

## 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 business day, we may direct your financial institution to debit your account on the following business 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

- 2.1 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, you may change the arrangements under a direct debit request by completing a new direct debit request (DDR) and presenting it to Yarra City Council.
- 3.2 You may also cancel your authority for us to debit your account at any time by giving us seven (7) days notice in writing before the next debit day. This notice should be given to us in the first instance.

## 4 YOUR OBLIGATION

- 4.1 It is your responsibility to ensure the account details on your direct debit form are correct by having your financial institution verify the BSB and account details.
- 4.2 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.
- 4.3 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 a fee to cover any charge incurred by Council from the financial institution plus any administrative costs incurred by the Council in addressing the Dishonoured Debit; 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.
- 4.4 It is your responsibility to check your account statement to verify that the amounts debited from your account are correct.

## 5 DISPUTE

- 5.1 If you believe there has been an error in debiting your account, you should notify Yarra City Council directly on 9205 5555 and confirm that notice in writing with us as soon as possible so that we can resolve your query quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited by Yarra City Council, we will refund the amount directly to you or should our investigations conclude your account has been incorrectly debited by a financial institution we will arrange for them to adjust your account (including interest and charges) and advise you in writing accordingly.
- 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 us and you. 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

- 6.1 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 and ask them to stamp the form and verify the account details are correct.
  - (b) your account details which you have provided to us are correct by checking them against a recent account statement; and with your financial institution, before completing the direct debit request, if you have any queries about how to complete the direct debit request.

## 7 PRIVACY

- 7.1 The personal information requested on this form is being collected by Council for the purpose of processing your Direct Debit Request and entering into a Direct Debit Request Service Agreement with you. The personal information will be used by Council for the primary purpose or secondary related purposes or as may be required by law. You may access this information and correct it if necessary, by contacting us.
- 7.2 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.3 We will only disclose information that we have about you:
  - (a) to the extent specifically required by law; or
  - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

## 8 NOTICE

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Revenue Services, Yarra City Council, PO Box 168, Richmond Victoria 3121 or email us at [info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au)
- 8.2 We will notify you by sending a notice in the ordinary post to the address shown on Yarra City Council's Rates database.
- 8.3 Any notice sent by us will be deemed to have been received three business days after it is posted.

## DEFINITIONS

### Account

The account held at your financial institution from which we are authorised to arrange for funds to be debited

### Agreement

This Direct Debit Request Service Agreement between you and us

### Business day

A day other than a Saturday or a Sunday or a public holiday listed throughout Victoria

### Debit day

The day that your payment is due to Council

### Debit payment

A particular transaction where a debit is made

### Direct Debit request (DDR)

The direct debit request between us and you, includes any Form PD-C approved for use in the transitional period

### Us or we

Yarra City Council – the organisation you have authorised by signing a direct debit request

### You

The customer who signed the direct debit request

### Your financial institution

The financial institution where you hold the account that you have authorised us to arrange to debit