

# Direct Debit Application

## About this form

You may use this form to apply for a direct debit service to pay Council Rates and Water.

This Direct Debit Request (DDR) Service Agreement is issued by Narrandera Shire Council  
User ID 157603

## How to complete this form

1. Ensure that all fields have been filled out correctly
2. Please note that all fields marked with an \* are mandatory and must be completed before submitting the application
3. Once completed you can submit this form by mail, email and in person. Please refer to the Lodgement Details section for further information.

Part 1: Applicant Details		
Who is making the application:    Owner <input type="checkbox"/> Other (please specify) <input type="text"/>		
Title*	Given Name/s*	Family Name*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Rates Assessment Number (if known)		
<input type="text"/>		
Property*		
<input type="text"/>		
Address*		
<input type="text"/>		
<b>Please note:</b> Before this application can be lodged at least one of the modes of contact below must be supplied		
Home Number	Business Number	Mobile Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address		
<input type="text"/>		
Part 2: Payment Type		
Annual (yearly) Payment in Full due 31 August	<input type="checkbox"/>	
Quarterly Rate Instalment due 31 August, 30 November, 28 February, 31 May (Amount on Instalment Notice)	<input type="checkbox"/>	
User Pays Water Account	<input type="checkbox"/>	

### Part 3: Account to be Debited

I/We (please print name/s)\*

I/We wish to register for direct debits from my/our account conducted with\*

Name of Financial Institution

Branch

Name of Account Holder/s

BSB Number

   -   

Account Number

        

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Narrandera Shire Council as set out in this Request and the Direct Debit Service Agreement.

Account Signature\*

Account Signature

Please Note: If debiting from a joint bank account, all signatures are required.

### Part 4: Applicant Declaration

I declare that the information I have provided is true and correct in every detail and that by signing this form I agree to the direct debit conditions as listed on this Request and the Direct Debit Service Agreement.

Applicant Name\*

Applicant Signature\*

Date\*

### Part 5: Lodgement Details

You can lodge this application by:

**MAIL:** Narrandera Shire Council  
141 East Street  
Narrandera NSW 2700

**EMAIL:** [council@narrandera.nsw.gov.au](mailto:council@narrandera.nsw.gov.au)

Once your application is received a Council Officer will be in contact with you if further information is required. For further information regarding your application please contact Narrandera Shire Council Revenue Officer via:

**PHONE:** (02) 6959 5510

**EMAIL:** [council@narrandera.nsw.gov.au](mailto:council@narrandera.nsw.gov.au)

### Office Use Only

Receiving Officer

Date Received

Direct Debit Authorised

No  Yes

Approval Date

## Direct Debit Service Agreement

### Definitions

*Account* means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

*Agreement* means this Direct Debit Request Service Agreement between *you* and *us*.

*Business day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

*Debit day* means the day that payment by *you* to *us* is due.

*Debit payment* means a particular transaction where a debit is made.

*Direct debit request* means the Direct Debit Request between *us* and *you* (and includes any Form PD-C approved for use in the *transitional period*).

*Transitional period* means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding 12 calendar months from that date.

*Us* or *we* means *Narrandera Shire Council*, the Debit User *you* have authorised by signing a *direct debit request*.

*You* means the customer who signed the *direct debit request*.

*Your financial institution* is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

### 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 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us* on 02 6959 5510.

3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least fourteen (14) days before the next *debit day*. This notice should be given to *us* in the first instance.

*You* may also cancel *your* authority for *us* to debit *your* account at any time by giving *us* fourteen (14) days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.

### 4. Your Obligations

4.1 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*.

4.2 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 fees or charges imposed or incurred by *us*; and
- (c) *you* must arrange for the *debit payment* to be made by another method.

#### 4. Your Obligations Continued...

4.3 You should check *your account* statement to verify that the amounts debited from *your account* are correct.

If *Narrandera Shire Council* is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then you agree to pay *Narrandera Shire Council* on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

#### 5. Dispute

5.1 If you believe that there has been an error in debiting *your account*, you should notify *us* directly on 02 6959 5510 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly.

5.2 If *we* conclude as a result of our investigations that *your* account has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your* account (including interest and charges) accordingly. *We* will also notify you in writing of the amount by which *your account* has been adjusted.

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.

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

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.

(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. Confidentiality

7.1 *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.

7.2 *We* will only disclose information that *we* have about *you*:

(a) to the extent specifically required by law; or

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 *Narrandera Shire Council*

8.2 *We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *direct debit request*.

Any notice will be deemed to have been received two *business days* after it is posted.