

## Pay your rates by direct debit

Welcome to the easy way to ensure your Council Rates are paid on time, every year.

By completing the Direct Debit Authority form, you will nominate a suitable account with your Bank, Credit Union or Building Society. Your rates amount for the payment method nominated by you will be debited to your account on the due dates.

Each year you will receive your annual Notice that tells you the due dates for the rate payments and the amount due. Council will debit your bank account in line with your previous arrangements. You will not need to complete a fresh application each year unless you wish to change your payment method or change your account details.

### The Direct Debit Authority is an ongoing Authority.

You can terminate this Direct Debit Authority at any time by advising Council in writing not less than 7 days before the next scheduled debit drawing.

### Service Agreement

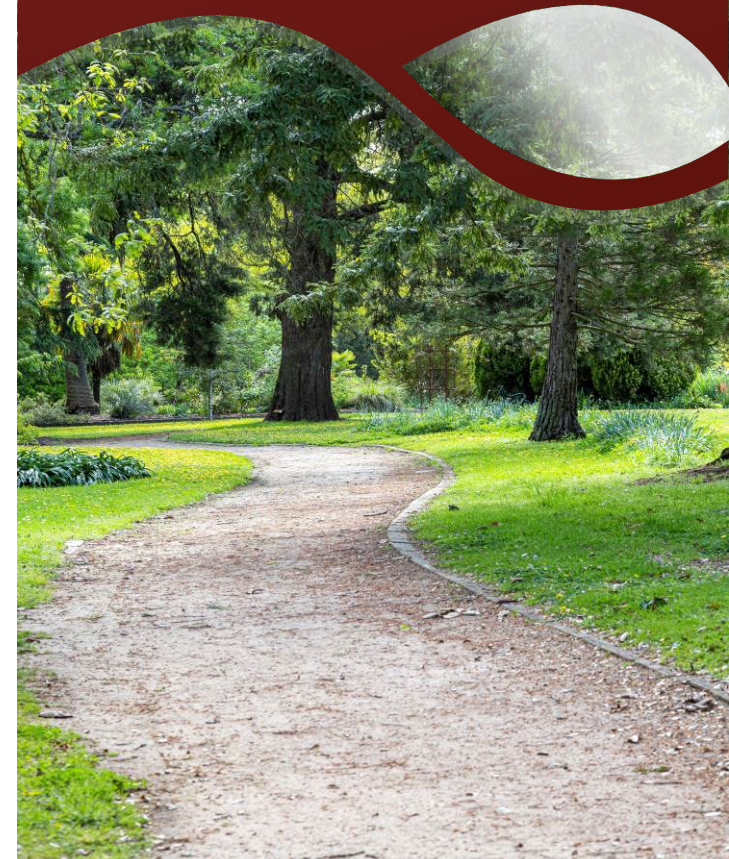
1. Macedon Ranges Shire Council (the Debit user) will debit BSB/Account nominated in The Schedule of this Direct Debit as specified.
2. The Debit user will give not less than 14 days written notice to the customer should it propose to vary the arrangement of the Direct Debit request.
3. The customer(s) may request the Debit user to defer or alter the payment amount specified in the Schedule of the Direct Debit Request. Requests authorising these changes may be made by phoning or visiting any office of Macedon Ranges Shire Council.  
  
NB: Interest charges may be incurred.
4. Customer(s) wishing to vary the drawing account details specified in The Schedule of the Direct Debit Request must provide signed authority for such changes to be effected.

5. The Direct Debit User advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in The Schedule of the Direct Debit Request enables direct debiting.
6. It is the customer(s) responsibility to ensure at all times there are sufficient funds available, at the due date of the direct debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request. Any reject transfer may incur a charge (Inc GST) to cover bank fees.
7. In compliance with the Industry's Direct Debit Claims Process, Macedon Ranges Shire Council will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. Macedon Ranges Shire Council will endeavour to resolve this matter within the Industry agreed timeframes. Customer(s) may visit any branch of their financial institution and complete a "Direct Debit System Claim Request" form to initiate the process.
8. The Debit User advises the debit drawing will be made on the agreed due date as nominated in the Schedule of this Direct Debit Request. When the due date is a closed business day the Debit user will initiate the debit drawing on the next open business date. A closed business day is defined as any calendar day on which the banks are not open for direct debit processing. That is weekends and public holidays.
9. Customer(s) who wish to cancel this Direct Debit Request must notify the Debit User in writing not less than 7 days before the next scheduled debit drawing.
10. The Debit user agrees to keep confidential all customer(s) records and account details contained in The Schedule of the Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.



**Macedon  
Ranges**  
Shire Council

# Your Rates Direct debit



# Direct Debit Request

Financial Institution Name where your account is held:

Financial Institution Address where your account is held:

City:

Postcode:

I/we (Customer name/s giving Debit request):

Customer's Address:

Authorise:

Macedon Ranges Shire Council

with User ID number:

130381

To arrange for funds to be debited from my/our account, held with the Financial Institution identified above, as described in The Schedule below.

The payment is for:

Council Rates and Charges

Assessment No:

Property address:

## The Schedule

Details of account to be debited:

Account held in the name/s of:

Financial Institution's BSB:

—

Account number:

(Cheque or Savings Account only. NOT Credit Card)

Direct debiting (please select one):

By 4 instalments due on 30 September, 30 November, 28 February, 31 May

Agreement: \$ \_\_\_\_\_ Fortnightly/Monthly

Commencement date:

20

Debits are processed on 15th and last day of the month. Council will review agreements each financial year.

This arrangement must be agreed to by Council as interest charges may apply.

## Direct Debit Request Authorisation

- I/we have read and understood the "Service Agreement" overleaf and acknowledge and agree to it.
- I/we request this agreement to remain in force in accordance with the Schedule described above and in compliance with the "Service Agreement" overleaf.

Customer/s signature:

Date:

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Date:

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**Privacy:** Macedon Ranges Shire Council will only collect information from you with your knowledge and consent. Council will use personal information provided by you for the purposes for which it was collected. Personal information you provide to Council is protected by the Information Privacy Act 2000. Council will not disclose your personal information to a third party unless required by law.