



# City of Canterbury

City of Cultural Diversity

## DIRECT DEBIT REQUEST

Request to establish Debit Authority in the Direct Debit System

I/We

Surname or Company/Business Name \_\_\_\_\_ Given Name/ACN number \_\_\_\_\_

Address \_\_\_\_\_

Post Code \_\_\_\_\_

Authorise the City Of Canterbury (Debit User Name) 76897 (APCA ID), until further notice in writing to arrange for funds to be debited from my/our account, at the Financial Institution identified and as described in the Schedule below, any amounts which the City of Canterbury (Debit User) may debit or charge me/us through the Direct Debit System.

### The Schedule

#### Details of account to be debited:

Account held in the name of: \_\_\_\_\_

Financial Institution's BSB:

Account Number: \_\_\_\_\_

Financial Institutions Name/Address: \_\_\_\_\_

*(Insert the name and address of the Financial Institution at which your account is held.)*

*(Please note direct debiting is not available on the full range of accounts. If in doubt, please refer to your Financial Institution.)*

#### Direct Debit Request Authorisation

I/We have read the "Customer Service Agreement" that is attached or separate and acknowledge and agree with its terms and conditions.

I/We request this arrangement to remain in force in accordance with details set out in the Schedule described above and in compliance with the "Customer Service Agreement".

Customer(s) Name: \_\_\_\_\_

Customer(s) Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

#### Additional Information Required

Rate Assessment Number: \_\_\_\_\_

Property Address: \_\_\_\_\_

I wish to pay by: (Please tick one box)  Quarterly Instalments  Full Payments

Regular Payments  every 7, 14 or 28 days \$ amount  
 commencing Thursday \_\_\_/\_\_\_/20\_\_\_

PRIVACY Personal information you provide on this form is required to establish a Debit Authority on your behalf. The information is held by council and access is restricted to council officers and other authorised people. You may apply to access or amend the information after submitting your application. Refer to [www.canterbury.nsw.gov.au/privacy.htm](http://www.canterbury.nsw.gov.au/privacy.htm) for details.



## **CANTERBURY CITY COUNCIL**

*City of Cultural Diversity*

### **DIRECT DEBIT REQUEST - CUSTOMER SERVICE AGREEMENT**

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We **Canterbury City Council** (Debit User), note our commitment to you as the following:-

We will advise you by notice, statement or invoice of the drawings.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.

We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.

We will keep all information provided by you and details of your nominated account at the Financial Institution, private and confidential.

We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

You \_\_\_\_\_(Customer) note your commitment to us as the Following:-

It is your responsibility to check with your Financial Institution prior to completing the Direct Debit Request, that direct debiting is available on that account.

It is your responsibility to ensure that the authorization on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.

It is your responsibility to ensure at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.

It is your responsibility to advise us if the account nominated by you, to receive the drawing is altered, transferred or closed.

It is your responsibility to arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, either by you or the nominated Financial Institution.

It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

You may request to defer or alter the agreed drawing schedule, by giving written notice to us. Such notice should be received by us at least seven [7] business days prior to the due date.

You may stop your individual debit by giving written notice to us. Such notice should be received by us at least seven [7] business days prior to the due date.

You may cancel the Direct Debit arrangement at any time by giving written notice to us. Such notice should be received by us at least seven [7] business days prior to the due date. Your nominated Financial Institution is unable to cancel your Direct Debit Arrangement.

All transaction disputes, queries, and claims should be raised directly with us. We will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.