



Maroondah City Council Direct Debit Request

Request and Authority to debit	Your Surname or company name <input type="text"/> Your Given names or ABN/ARBN <input type="text"/> request and authorise Maroondah City Council, Debit User ID 410988 to arrange, through its own financial institution, a debit to your nominated account any amount Maroondah City Council has deemed payable by <i>you</i> . This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.
Your account to be debited. If you have any queries in relation to your BSB & Account Numbers, please contact your Financial Institution	Name/s on account: <input type="text"/> Financial institution name: <input type="text"/> BSB number: (Must be 6 digits) <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> Account number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <i>Credit Card cannot be accepted</i>
Your Details	Assessment number: <input type="text"/> Property address: <input type="text"/> Property owner/s name: <input type="text"/> Phone Number: <input type="text"/> Email Address <input type="text"/>
Payment schedule	Please indicate required option 9 monthly instalments <input type="checkbox"/> Quarterly instalments <input type="checkbox"/> In Full <input type="checkbox"/>
Acknowledgment	By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you confirm that: <ul style="list-style-type: none">• You are authorised to operate on the nominated account and• You have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Service Agreement.• You understand the debits will be made in accordance with the dates set out on Council's Rate and Valuation Notice or official letterhead advice.• You may change, alter or cancel the arrangements under a Direct Debit request by advising Maroondah City Council, in writing, at least fourteen (14) days prior to the next debit day.• You understand that you are responsible for cancelling the Debit should you sell the property
Your signature	Signed in your capacity as Property: Owner <input type="checkbox"/> &/or Ratepayer <input type="checkbox"/> Signed in accordance with the authority on your Financial Institution account Signature: <input type="text"/> Date: <input type="text"/> Contact Details: <input type="text"/>

Second account signatory (if required)	Signed in accordance with the authority on your Financial Institution account
	Signature: <input type="text"/>
	Name: <input type="text"/>
	Date: <input type="text"/>
	Address: <input type="text"/>
	Phone: <input type="text"/>
Email Address: <input type="text"/>	

Signing for a company	<u><i>You must be authorised to sign on behalf of the company AND you must have authority to operate the Company's bank account.</i></u>
	Signature of duly authorised officer: _____
	Position held: _____
	Name: _____
	Address: _____
	Email: _____
	Phone: _____
	Date: _____
	<u>Signature company signatory (if required)</u>
	Signature of duly authorised officer: _____
	Position held: _____
	Name: _____
	Email: _____
	Phone: _____
Date: _____	

Maroondah City Council is committed to protecting your privacy as prescribed by the Privacy & Data Protection Act 2014 and the Health Records Act 2001. The information you provide on this form is being collected by Maroondah City Council for the strict purpose of conducting Council business.

- 1.1 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.
- 1.2 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).

Failure to provide the information requested may make you ineligible to receive the service or be part of an event/function that is the subject of this form. Any access to the information, amendments that may be required or any privacy enquiries may be directed to Council's Privacy Officer & Health Records Officer on 9298 4211 or email privacy@maroondah.vic.gov.au

PLEASE RETURN THE SIGNED ORIGINAL OF THIS FORM TO
Maroondah City Council
PO Box 156
Ringwood 3134
(we cannot accept emailed forms)

Contact us

Phone 1300 88 22 33 or 9298 4598 **Fax** 9298 4345

maroondah@maroondah.vic.gov.au | www.maroondah.vic.gov.au | PO Box 156, Ringwood 3134 | DX 38068, Ringwood

This is your Direct Debit Service Agreement with Maroondah City Council, ABN 98 606 522 719. (the Debit User) It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

<p>Definitions</p>	<p>account means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p>agreement means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p>banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p>debit payment means a particular transaction where a debit is made.</p> <p>Direct Debit Request means the written, verbal or online request between <i>us</i> and <i>you</i> to debit funds from your account.</p> <p>us or we means Maroondah City Council, (the Debit User) <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p>you means the customer who has authorised the <i>Direct Debit Request</i>.</p> <p>your financial institution means the financial institution at which you hold the <i>account</i> you have authorised us to debit.</p>
<p>2. Debiting your account</p>	<p>2.1 'By agreeing to the Direct Debit Request, by the method presented, you authorise us to arrange for funds to be debited from your account in accordance with the Agreement'</p> <p>2.2 We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p>2.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited, you should ask <i>your financial institution</i>.</p>
<p>3. Amendments by us</p>	<p>3.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least thirty (30) days written notice sent to the preferred email or address you have given us in the Direct Debit Request.</p>
<p>4. How to cancel or change direct debits</p>	<p>4.1 You can change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (14) days notification by writing to: Maroondah City Council PO Box 156 Ringwood 3134</p> <p>Or by telephoning us on 1300 882 233 during business hours;</p> <p>or You can also contact your own financial institution, which act promptly on your instructions.</p>
<p>5. Your obligations</p>	<p>5.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>5.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>:</p> <p>a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;</p>

	<p>b) <i>we may charge you reasonable costs incurred by us on account of there being insufficient funds; and</i></p> <p>c) <i>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.</i></p> <p>5.3 <i>You should check your account statement to verify that the amounts debited from your account are correct.</i></p> <p>5.4 <i>You should check with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.</i></p>
6. Dispute	<p>6.1 <i>If you believe there has been an error in debiting your account, you should notify Maroondah City Council directly by phoning 1300 882 233 or emailing Maroondah@maroondah.vic.gov.au Alternatively you can contact your financial institution for assistance.</i></p> <p>6.2 <i>If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging within a reasonable period 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.</i></p> <p>6.3 <i>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 in writing.</i></p>
7. Accounts	<p><i>You should check:</i></p> <p>a) <i>with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.</i></p> <p>b) <i>your account details which you have provided to us are correct by checking them against a recent account statement; and</i></p> <p>c) <i>with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.</i></p>
8. Confidentiality	<p>8.1 <i>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.</i></p> <p>8.2 <i>We will only disclose information that we have about you:</i></p> <p>a) <i>to the extent specifically required by law; or</i></p> <p>b) <i>for the purposes of this agreement (including disclosing information in connection with any query or claim).</i></p>
9. Contacting each other	<p>9.1 <i>If you wish to notify us in writing about anything relating to this agreement, you should write to:</i> Maroondah City Council PO Box 156 Ringwood</p> <p>9.2 <i>We will notify you by sending a notice to the address shown on Maroondah City Councils property database.</i></p> <p>9.3 <i>Any notice will be deemed to have been received on the second banking day after sending.</i></p>