



INNER WEST COUNCIL

RATES DIRECT DEBIT REQUEST

Inner West Council - (prior Leichhardt)

To be completed and returned to Council at least ten (10) business days prior to the date on which you require the arrangement to commence.

I/We authorise and request Inner West Council (APCA User ID 067036) to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation and request is subject to, and is to remain in force, in accordance with the terms described as per the service agreement attached to this document.

APPLICANT'S DETAILS (must be property owner or Authorised representative)

Salutation: (please tick)	<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Other (please specify)	
First Name				Surname	
Street Address					
Suburb				Postcode	
Postal Address (if different to street address):					
Suburb				Postcode	
Phone No				Mobile	
Email address					

PROPERTY FOR WHICH RATES ARE TO BE DIRECT DEBITED:

Customer Reference No.		NOTE: A separate application is required for each property.	
Property Street Address			
Suburb		Postcode	

PLEASE INDICATE CHOSEN PAYMENT FREQUENCY:

<input type="checkbox"/> Full annual payment	<input type="checkbox"/> Quarterly instalments
<input type="checkbox"/> Special Arrangement to Pay (as agreed by you and Inner West Council)	

ACCOUNT TO BE DIRECT DEBITED - SAVINGS OR CHEQUE ACCOUNTS ONLY

Name of Financial Institution						
BSB Number					Account Number	
Name/s in which account is held						

I/We authorise / agree to the following:

1. Inner West Council to verify the details of the abovementioned account, with my/our Financial Institution.
2. The Financial Institution to release information allowing Inner West Council to verify the abovementioned account details.
3. I/We will advise Inner West Council of the cancellation of this authority should I/We wish to stop paying by Direct Debit, or on sale or transfer of the property from my/our ownership, and will not hold Inner West Council responsible for any action arising from not doing so.

Account Holders Signature(s) <i>(Note: If joint account all signatures may be required)</i>		
Date		

Rates and Charges Notices will still be issued to you even if the amount due is to be paid by Direct Debit. Please do not pay these notices if your direct debit will pay the full quarterly or annual amount due.



INNER WEST COUNCIL

INSTRUCTIONS FOR APPLICANTS

- Lodging an application requires a completed application form, all relevant information and the payment of the required fee, where a fee applies.
- Application will be checked at lodgement to ensure the required information is provided

INCOMPLETE OR ILLEGIBLE APPLICATIONS WILL NOT BE ACCEPTED AND WILL BE RETURNED TO YOU

- Lodge in person at any of the Inner West Council's Customer Service Centres,
Ashfield - 260 Liverpool Road, Ashfield
Leichhardt - 7-15 Wetherill St, Leichhardt
Petersham - 2-14 Fisher Street Petersham.
- Council's opening hours are Monday - Friday, 8.30am – 5.00pm,
- Lodge by mail – Inner West Council, PO Box 14, PETERSHAM NSW 2049
- Lodge by Email – council@innerwest.nsw.gov.au

OFFICE USE ONLY

Checked by Officer:		Receipt No:	
Date:		Amount Paid:	\$
DWS No:		Cashier Code:	
		Initial of Officer:	



INNER WEST COUNCIL

RATES DIRECT DEBIT REQUEST SERVICE AGREEMENT

To be retained by Direct Debit applicant

1. Notification that payment is due	Council will always provide you with a bill at least (10) business days before payment is due. On the due date the amount will be debited from the account you have nominated at your financial institution.
2. Due Date	If the due date falls on a weekend, bank holiday or public holiday, your payment will not be debited until the first working day after the due date.
3. Sufficient Funds	<p>You acknowledge that it is your responsibility to ensure that your nominated account has sufficient clear funds on the due date of each instalment or cover the amount payable. If your Direct Debit is returned unpaid by your financial institution, we will notify you requesting payment be made by another payment method. Any fee charged to us by Council's financial institution in respect of the dishonoured direct debit will be on charged to you together with Council's fee to process dishonour payments (as listed on Council's "Schedule of Fees and Charges"). Your own financial institution may also charge a fee.</p> <p>Interest accrues on rates and charges outstanding after the due date.</p>
4. Range of Accounts	The Direct Debit system allows for payments to be deducted from cheque or savings accounts only. Credit card accounts are unable to be used. You are advised to check with your financial institution as to whether your account is suitable for Direct Debit prior to completing this form.
5. Changes by you	<p>You may cancel the direct debit or change your nominated account by simply letting Council know in writing at least ten (10) business days before payment is due.</p> <p>If you change your bank account details, a new direct debit request form will need to be filled out.</p>
6. Changes by us	<p>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.</p> <p>If 3 or more payments are dishonoured in 1 financial year the Direct Debit will be cancelled. You will be advised if this occurs.</p>
7. Complaints	You may lodge a complaint about your direct debit by contacting Council's Rate Section on 9367 9168 and quoting the customer reference number shown on your rate or instalment notice. We will respond to any complaint promptly.
8. Direct debit guarantee	If you dispute any amount on a bill or on a notification of payments due under a direct debit agreement, and you let us know at least five (5) business days before payment is due, we guarantee we will not debit your account for the amount in dispute until the dispute is resolved. This notice will allow us enough time to resolve the problem or to halt processing of the payment.
9. Privacy	We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorised representative. Council's bank may require this information however, if it needs to investigate a claim relating to an incorrect or wrongful debit.