

DIRECT DEBIT REQUEST



1.Customer(s) Authority

Name			
I/We			
Email (Main account holder)		Phone/Mobile	
Email		Phone/Mobile	

Authorise the Inner West Council

To arrange for funds to be debited from my/our account at the financial institution identified below through the Bulk Electronic Clearing System (BECS). I/we will advise Council of the withdrawal of this authority and will not hold Council responsible for any action arising from my/our failure to do so.

2.Property Details

Please accept this application to pay my/our rate account by the due date, by direct debit on my/our property at:

Property Address				Suburb	
Postcode		Property Number (Found on the top right hand side of your rates notice)			

3.Details of the Account to be Debited (All details must be supplied. Credit and debit cards are NOT accepted)

Bank Name		Branch	
Account Name		BSB	
Account Number			

4.Payment Details

Please tick below to indicate your chosen method of payment

☐ Annual payment (Total amount stated on Rates Notice)	☐ Quarterly instalments (Amount stated on Quarterly Instalment)	☐ Bill smoothing Please select one
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Please tick your preferred method of contact regarding rates payments

☐ Email
☐ SMS

☐ Weekly
☐ Fortnightly
☐ Monthly

Start date*

*Start Date must start at least 10 days after submission of application

I/We authorise the following:

1. Inner West Council verifies the details of the above-mentioned 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 direct debit and will not hold Inner West Council responsible for any action arising from not doing so.
4. Any overdue rates and charges will be debited in full on the creation of the plan.
5. Depending on your payment arrangement your direct debit arrangement may be cancelled after one or more retry attempts. Refer to Direct Debit Request Service Agreement for further details.
6. Notification updates, including upcoming payment reminders, successful payment/s, payment dishonours and card expiry reminders will be sent to the main account holder.

Signature(s)	Date

PLEASE COMPLETE A SEPARATE APPLICATION FOR EACH RATE ACCOUNT YOU WISH TO PAY BY DIRECT DEBIT

DIRECT DEBIT REQUEST SERVICE AGREEMENT



Inner West Council
PO Box 14
Petersham NSW 2049

council@innerwest.nsw.gov.au

02 9392 5000

1. Debiting your account

- (a) By signing a Direct Debit Request or by providing us with a valid instruction, 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.
- (b) We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.
- (c) 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.
- (d) Please allow additional processing time for bank account transfers. It can take up to 5 business days for the payment to be reflected on your account

2. Changes

- (a) 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.
- (b) You may stop, cancel, or defer a debit payment, or terminate this agreement at any time by providing Council with at least 14 days notification in writing to council@innerwest.nsw.gov.au or Inner West Council, PO Box 14, PETERSHAM NSW 2049

3. Accounts

- (a) Direct debiting may not be available on all accounts. Accounts such as credit cards of any kind, and certain bank accounts can NOT be used for Inner West Council's direct debiting payment method. If you are unsure if your account is suitable, please contact your financial institution.
- (b) To set up annual or quarterly autopay using credit card or debit card as a payment method, please visit <https://pay.innerwest.nsw.gov.au>
- (c) You are encouraged to regularly check the account details against recent statements from your financial institution and before you complete the Direct Debit Request.

4. Sufficient funds

- (a) You must ensure that you have sufficient clear funds available in the relevant account by the due date to permit the direct payment.
- (b) If there are insufficient clear funds in your account to meet a debit payment:
 - You may be charged a fee by your financial institution;
 - You may also incur fees or charges imposed or incurred by us;
 - 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.

5. Cancellation of Direct Debit

- (a) Depending on your payment frequency, your direct debit arrangement will be cancelled after one or more attempts
- (b) If the direct debit is cancelled, a payment must be made using an alternative payment method. Interest charges are applicable on all outstanding rates and charges

6. Due Date

- (a) Full annual payment will be processed on the 31 August. Quarterly payments will be processed on the 31 August, 30 November, 28 February and 31 May.
- (b) Monthly, Fortnightly or weekly payments will be effective as per the date stated on the Direct Debit Request. The start date must be at least 10 business days after the submission of the application.
- (c) All overdue rates and charges will be debited in full when the direct debit plan is created.

7. Disputes

If you believe there has been an error in debiting your account, you should notify us directly and confirm that notice in writing with us as soon as possible so that we can resolve your query quickly. Alternatively, you can take it up directly with your financial institution.

8. Privacy and Confidentiality

This Direct Debit Request will be used to pay rates and rates related charges. Inner West Council will keep all information provided in your Direct Debit Request confidential. We will make all reasonable efforts to keep this information secure and ensure that any employees or agents do not use this information inappropriately. We will only disclose information about you to the extent specifically required by law and for the purpose of fulfilling this agreement (including to manage queries or claims).

This form also collects personal information that helps us respond to applicants. Providing this information is voluntary, but if you do not provide it, we may not be able to process your request. We will retain this information in our record keeping system. We will not make it publicly available unless required or permitted to do so by the Government Information (Public Access) Act 2009 or the Privacy and Personal Information Protection Act 1998. For more information about your privacy, please refer to Council's Privacy Management Plan or contact e: council@innerwest.nsw.gov.au or t: 02 9392 5000.

9. 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, 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.

Rates Notice means a notice for rates and charges issued by us in accordance with the Local Government Act 1993.

Us or We means Inner West Council, the debit user you have authorised by requesting a Direct Debit Request.

You means the customer who has signed or authorised the Direct Debit Request.

Your Financial Institution means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.