



PO Box 21
 WEST WYALONG NSW 2671
 Telephone: (02) 6972 2266
 Email: council@blandshire.nsw.gov.au
 Website: www.blandshire.nsw.gov.au

BLAND SHIRE COUNCIL DIRECT DEBIT REQUEST

Request Details

New Request
 Cancellation
 Change Direct Debit Amount
 Change Card Details

Your Details

Property ID Number/s			
Full Name			
Property Address			
Postal Address			
Daytime Phone Number		Mobile	
Email Address			

Payment Details

QUARTERLY payments will be automatically deducted on the due dates as per the current Annual Rate Notice (End of August, November, February and May)
OR
 MONTHLY payments will be automatically deducted on the first day of the month
OR
 WEEKLY **OR** **FORTNIGHTLY** **AMOUNT** \$ _____ **Commencing** ____/____/____
It is your responsibility to ensure that there are sufficient funds available to allow a payment. If there are insufficient funds you may be charged a fee and/or interest by your financial institution and you may also incur fees or charges imposed or incurred by Council.

Type of card	<input type="checkbox"/> Mastercard	<input type="checkbox"/> Visa	
Name on Card:			
Card Number			
Expiry Date		CCV Number:	
Cardholders Signature:			Date:

Declaration

I / We:

1. *Agree that I/We have read and understand the terms and conditions of the DDR Service Agreement provided with this form which governs my/our request for a direct debit facility and agree to be bound by those terms and conditions.*
2. *Declare that the bank details provided above are correct and until instructed otherwise in writing authorise and request Bland Shire Council to arrange for funds to be debited through the Bulk Electronic Clearing System as instructed in this DDR in accordance with the terms and conditions of the DDR Service Agreement provided with this form*
3. *Authorise Bland Shire Council to verify the details of the account nominated in the DDR with the financial institution nominated in the DDR and for that financial institution to release information to Bland Shire Council in order to undertake such verification.*

Applicant Name _____ Signature _____
Date _____

TERMS AND CONDITIONS – CUSTOMER COPY

This is your Direct Debit Service Agreement with Bland Shire Council ABN 13 251 814 087. 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

1. By signing the DDR, you authorise us to arrange for payments to be debited from your credit card in accordance with this DDRSA.
2. If you wish to notify us in writing about anything relating to this agreement, please see contact details on front page. We will advise you in writing via either/or your postal and/or your email address 14 days in advance of any changes to the DDRSA
3. For matters relating to the DDR, please write to Bland Shire Council PO Box 21 WEST WYALONG NSW 2671 or Email council@blandshire.nsw.gov.au
 - a) Make an amendment to your arrangement, please complete a new form and tick the amendment box, (allow 14 days for changes to take effect)
 - b) Cancel or suspend your arrangement, change, stop or defer an individual payment at any time by giving us at least 14 days' notice Investigate a previous payment; please call (02) 6972 2266.
 - c) Discuss the DDR or DDRSA; please call (02) 6972 2266.
 - d) Dispute a payment; please call (02) 6972 2266.
4. If our investigations show that your account has been incorrectly debited, we will arrange for the financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted. If our investigations show that your account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding. If we cannot resolve the matter, you can still refer it to your financial institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
5. You should be aware that:
 - a) Bland Shire Council provides a direct debit facility only on credit cards
 - b) You should check your credit card details directly against a recent statement from your financial institution.
 - c) If you are in any doubt, please check with your financial institution before completing the DDR.
6. It is your responsibility to ensure that:
 - a) Sufficient cleared funds are in the account when the payments are to be drawn;
 - b) The authorisation to debit the account, namely the information on the DDR, is in the same name as the account signing instruction held by the financial institution where the account is held.
7. If there are insufficient funds in your account to meet your payment;
 - a) You may be charged a fee by your financial institution
 - b) You will also incur fees or charges imposed or incurred by us.
 - c) The first failed attempt will not incur a cost, however every subsequent failed attempt will incur a fee of \$25.00.
 - d) If after three failed direct debit attempts are made, your direct debit will be cancelled.
8. If the due date for payment falls on a day other than a Banking Business Day, the payment will be processed on the next Banking Business Day. If you are uncertain when the payment will be debited from your account, please check with your financial institution.
9. For returned unpaid transactions, the following procedures or policies will apply:
 - a) We treat the payment as if it was never made;
 - b) Services may be suspended until the outstanding charges are paid; and/or
 - c) A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the DDR at any time if drawings are returned unpaid by your financial institution. Refer to Council's Fees and Charges information about current fees. This can be found on Council's website at: www.blandshire.nsw.gov.au

10. All customer records and account details will be kept private and confidential to be disclosed only at your request or at the request of the financial institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law. The only exception to this would be Council's auditors and software support.

11. If any provision of this DDRSA is found to be illegal, void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining provisions of this DDRSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed.

12. It is your responsibility to ensure that you review the amount being deducted and ensure it is sufficient to cover any rate increases or additional charges. Please note: If your account falls into arrears, interest charges will apply in accordance with Council's current Fees and Charges. This can be found on Council's website at: www.blandshire.nsw.gov.au

13. You may use this facility to pay your Account in advance, however if you are paying in advance and insufficient payments have been made, it is your responsibility to pay the remaining balance before the due date.

14. You may use this facility to pay existing accounts after you have received the account, however it is your responsibility to ensure payments will cover the outstanding balance. If you have arrears from a previous rating period, interest charges will apply.

Account means the account nominated in the DDR, held at your financial institution from which we are authorised to arrange for funds to be debited.

DDR means the 'Direct debit request' between you and us, as amended from time to time. Financial institution is the financial institution where you hold the account nominated in your DDR as the account from which we are authorised to arrange for funds to be debited.

We/us means Bland Shire Council.

You/your means the customer/s who signed the DDR.

By completing and lodging the DDR, you agree that you have provided the information in the DDR voluntarily and you are the individual/s to whom the information relates or Bland Shire Council has been authorised by the person to whom the information relates to collect the information from you. The information is being collected by Bland Shire Council in accordance with the Privacy and Personal Information Protection Act 1998.

This may involve Bland Shire Council disclosing the information in the DDR as described in clause 8 of the DDRSA. Bland Shire Council agrees to take all reasonable measures to ensure that the personal information collected by it is stored securely.

You may access or correct your personal information by contacting Bland Shire Council by telephone on (02) 6972 2266, or by writing to: General Manager, Bland Shire Council, PO Box 21, WEST WYALONG NSW 2671.