



Rates Assessment / Debtor Reference

DIRECT DEBIT REQUEST

I/We request the Broken Hill City Council (User ID 123162) to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the terms specified below.

Name

Postal Address

Postcode

Property Address

Assessment No.

Contact Name

Phone No.

Name of Account

Name and Branch of Financial Institution

BSB No.

Account Number

Commencing on and thereafter each fortnight/quarter (delete as required) please debit from the above account the amount of \$ _____ initially and thereafter such amounts as advised by the relevant authorities.

Signature(s)

If debiting from a joint bank account, both signatures are required

Date

This information being collected from you is personal information for the purposes of the Privacy and Personal Information Protection Act 1998 (PPIPA); and is collected to enable direct debit of funds from your nominated bank account to pay your nominated debtor accounts with Broken Hill City Council.

The intended recipients of this personal information are officers within the Council requiring the information to perform their duties; and your nominated financial institution.

All personal information is dealt with in accordance with Council's Privacy Policy and Privacy Management Plan.



CUSTOMER DDR SERVICE AGREEMENT

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between the Broken Hill City Council (User ID 123162) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount in payment of Council Rates or other specified services provided by Broken Hill City Council.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur within 14 days of the nominated date on the DDR form.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- Quarterly direct debits for rates payments, are extracted on the Thursday on or before the instalment due date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state the new amount and any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms please contact Council's Revenue Department (phone (08) 8080 3330 or (08) 8080 3331) during business hours.

Your rights

Changes to the arrangement

Any alterations you want to make to the drawing arrangements should be addressed to Council's Revenue Department (phone 08 8080 3330 or 08 8080 3331) or in writing addressed to P.O. Box 448 Broken Hill NSW 2880. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Enquiries

Direct all enquiries to the Broken Hill City Council, rather than to your financial institution, and these should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your Rates Assessment number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting Council's Revenue Department (phone 08 8080 3331 or 08 8080 3330).
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your commitment to us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise Council beforehand should the nominated account be transferred or closed.

If your drawing is returned or dishonoured by your financial institution, Council will contact you (or your representative) to ascertain the cause and arrange repayment. Any transaction fees incurred by Council in respect of the above may (at the discretion of Council) be charged to your account.