

Direct Debit Request Form (DDR)

Rates & Charges

Lodge Applications at Ballina Shire Council • 40 Cherry Street • Ballina (Mon-Fri 8.15am to 4.30pm)

mail PO Box 450 Ballina 2478 • **e** council@ballina.nsw.gov.au

t 02 6686 1299 • **w** ballina.nsw.gov.au • **abn** 53 929 887 369



Request Details

New Request Cancellation Change Arrangement Amount Change Bank Details

Your Details

Name	<input type="text"/>		
Residential Address	<input type="text"/>		
Postal Address	<input type="text"/>		
Phone (w)	<input type="text"/>	Phone (h)	<input type="text"/>
		Mobile	<input type="text"/>
Email address	<input type="text"/>		

Your Bank Account Details

Credit Card accounts NOT accepted. Savings or cheque accounts only.

Financial Institution	<input type="text"/>	Branch	<input type="text"/>
Account Name	<input type="text"/>		
BSB Number	<input type="text"/>	Account Number	<input type="text"/>

If a Joint Account, ALL required bank signatories must sign below.

Payment Details

Property Assessment Number	Payment Frequency	Amount	Date payments to commence
<input type="text"/>	<input type="checkbox"/> Weekly (drawn on Friday only)	\$ <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="checkbox"/> Fortnightly (drawn every second Friday)	\$ <input type="text"/>	
<input type="text"/>	<input type="checkbox"/> Monthly (drawn on 1st day of every month)	\$ <input type="text"/>	
<input type="text"/>	<input type="checkbox"/> Quarterly Instalment		
	<input type="checkbox"/> Full payment (drawn 31 August annually, plus quarterly water/sewer charges)		

Acknowledgement

I/we request Ballina Shire Council to debit my/our bank account as detailed on this form. I/we acknowledge changes can be made either in writing or by phoning Council's Rating Team. I/we agree to the terms and conditions of the Ballina Shire Council Direct Debit Service Agreement overleaf.

Signature	<input type="text"/>	Date	<input type="text"/>
Signature	<input type="text"/>	Date	<input type="text"/>

Office Use Only

Data Input Date: / /	Officer:	Trim Doc #:
Send form to records to register in TRIM	Other Details:	

Council's Responsibility

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 as completed on page 1 of the DDR Application Form.

Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on the next due date after we receive the DDR request form, unless you specify an alternative commencement date. You will be notified in writing after Council has processed your request.
- The usual dates that quarterly rates and charges amounts become due each year are:
 - 31 August
 - 30 November
 - 28 February
 - 31 May
- Rates & 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.
- If you are paying rates and charges by a set arranged amount, you may like to obtain an up to date balance of amounts due by contacting our rates department on 02 6686 1299. It is your responsibility to make sure that your set arranged amount covers the amount listed on your Rates & Charges Notice. Any overdue amounts will attract interest charges.
- 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.
- We will give you at least 14 days notice in writing if/when changes to the initial terms of the arrangement are made. This notice will state any changes to the frequency or drawing date and any other changes to the initial terms.

Privacy Protection Notice

The completed Direct Debit Request (DDR) form contains personal information which is being collected for the purpose of receiving payment for Council issued accounts (including notifying relevant financial institutions of this agreement) and to enable Council to perform any other duty or task under any relevant legislation. The information will be processed by the Corporate and Community Division and may be made available to public enquiries under the Government Information (Public Access) Act. The information supplied is required under the Bulk Electronic Clearing Systems Procedures. The information will be stored in Council's electronic document management system.

Changes to the Arrangement

If you want to make changes to the direct debit drawing arrangements, you must contact us in writing at least (10) business days prior to the next scheduled drawing. These changes may include:

- Changing your bank account details
- Changing direct debit drawing arrangement
- Cancelling the direct debit

Your correspondence should be addressed to: The General Manager, Ballina Shire Council, PO Box 450, Ballina NSW 2478

Enquiries

Please direct all enquiries to Council's Rates Department on 02 6686 1299. Enquiries should be made at least (10) business days prior to the next scheduled drawing date. All communication to us should include your property's assessment number.

All personal customer information held by Council will be kept confidential except for information provided to our financial institution in order to initiate the drawing on your nominated account

Disputes

If you believe that a drawing has been initiated incorrectly, please take the matter up directly with Council's Rates Section on 02 6686 1299 (8.15am - 4.30pm, Monday to Friday).

If you do not receive a satisfactory response from Council to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- Within 3 business days (for claims lodged within 12 months of the disputed drawing) or
- Within 15 business days (for claims lodged more than 12 months after the disputed 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)
- On the drawing date there is sufficient cleared funds in the nominated account
- You advise us if the nominated account is transferred or closed

If your financial institution dishonours your drawing, we will notify you requesting that payment be made by another payment method. The direct debit drawings will continue from the next scheduled debit. Interest accrues on unpaid rates after the due date. Any transaction fees payable by us in respect of the dishonour will be added to your account, together with Council's fee to process dishonoured payments (disclosed annually in our Schedule of fees & charges). Your own financial institution may also charge a fee.