

Direct Debit Request Form (DDR)

Debtors

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

mail PO Box 450 Ballina 2478 • **f** 02 6681 1375 • **e** council@ballina.nsw.gov.au

t 1300 864 444 • **w** www.ballina.nsw.gov.au • **abn** 53 929 887 369



Request Details

- New Request Cancellation Change Arrangement Amount
 Add Another Account Change Your Details Change Bank Details

Your Details

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

Acknowledgement

- I/we request Ballina Shire Council to debit my/our bank account as detailed on this form.
 I/we agree to the terms and conditions of the Ballina Shire Council Direct Debit Service Agreement on page 3 of this form.

Signature 1	<input type="text"/>	Date	<input type="text"/>
Signature 2	<input type="text"/>	Date	<input type="text"/>

Office Use Only

Data Input Date: / /	Officer:	Ack to Customer Trim Doc #:
Maintenance Checked by Council Officer:	Date: / /	
Check address/phone numbers are maintained. Send form to records to register.		
Other Details:		

Account Details

Account Receivable Details

Debtor Number & Category	Account Name

Payment Drawing Frequency Details

Weekly (drawn on Friday only)

Date Payments to Commence

This method will pay your Debtor Account for the amount charged on invoice. Weekly amounts will be deducted each Friday. Interest will be charged on overdue amounts. Up to date account balances can be obtained by contacting our Accounts Receivable Department on 02 6686 1213.

Fortnightly (drawn every second Friday)

Date Payments to Commence

This method will pay your Debtor Account for the amount charged on invoice. Fortnightly amounts will be deducted each Friday. Interest will be charged on overdue amounts. Up to date account balances can be obtained by contacting our Accounts Receivable Department on 02 6686 1213.

Monthly (drawn on 1st working day of every month)

Date Payments to Commence

This method will pay your Debtor Account for the amount charged on invoice. Monthly amounts will be deducted on the first working day of each month. Interest will be charged on overdue amounts. Up to date account balances can be obtained by contacting our Accounts Receivable Department on 02 6686 1213.

Confirmation by email?

Please tick if you would like confirmation that we have processed your request via your email address. Otherwise we will mail you a confirmation letter via the post.

Any further comments or instructions

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 officers in the General Manager's Group and may be made available to public enquires under Section 12 of the Local Government Act 1993. The information supplied is required under the Bulk Electronic Clearing Systems Procedures. The information will be stored in Council's electronic document management system.

After DDR form has been completed, return pages 1 and 2 to Council.

The Service Agreement on page 3 should be kept for your records.

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Ballina Shire Council and you. It sets out Council's responsibilities and your rights and responsibilities.

Council's Responsibility

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 as completed on page 2 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.
- Accounts Receivable invoices will be issued to you even if the amount due is to be paid by direct debit. Please do not pay these notices.
- You may like to obtain an up to date balance of amounts due by contacting our Accounts Receivable Department on 02 6686 1213. It is your responsibility to make sure that your arranged amount covers the amount payable. 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 (as nominated by you on this form) 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.

Your Rights

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/cancelling direct debit drawings for specific Council accounts
- 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 Accounts Receivable Department on 02 666 1213 rather than to your financial institution. Enquiries should be made at least (10) business days prior to the next scheduled drawing date. All communication to us should include your debtor account 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 Accounts Receivable Section on 02 6686 1213 (8.30am - 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 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 and Charges). Your own financial institution may also charge a fee.