

1. Applicant details		
Property no.	New application	Amendment of bank details/ Amount *
Registered owners		
Property location		
Postal address (if different to property location)		
Suburb	State	Postcode
Contact name		
Phone	A/H phone	Mobile
Email address		

2. Payment frequency		
Due date	Weekly	Fortnightly
		Monthly – date between 1 <sup>st</sup> & 28 <sup>th</sup>
If payment frequency other than Due Date, please specify amount. \$		Date commencing
Comments		
*If amending amount only, bank details are not required		

3. Financial information		
Name and Branch of Financial Institution at which your account is held	<b>NAME OF FINANCIAL INSTITUTION:</b> _____	
	<b>BRANCH NAME:</b> _____	
Customer's Authority	<b>Name of Customer/s giving the DDR</b> I/We _____  _____ ABN/ARBN (if applicable) _____	
<small>authorise and request the debit User (Noosa Shire Council – User ID 405075) until further notice to debit my/our account through the Bulk Electronic Clearing System (BECS) from my/our account at the Financial Institution identified below as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time.</small>		
<b>ACCOUNT NAME ( please insert your name in full )</b>	<b>BSB number</b>	<b>Account Number</b>
	□□□ - □□□	□□□□□□□□□□

**CREDIT CARDS ARE NOT ACCEPTED FOR DIRECT DEBIT REQUESTS**

**If joint account all signatures may be required.**

Signature	Signature
Date	Date

**\* NOTE: Direct Debiting through BECS is not available on all accounts. Check with your Financial Institution before completing DDR**  
By signing this form I/we acknowledge that this Direct Debit arrangement is governed by the terms of Authorisation of the DDRSA attached to this request.

**OFFICE USE ONLY** - Notate prop  Change notice code  Create DD  Confirmation letter  Details Entered: \_\_\_\_\_

**Privacy**  
Council will use any personal information provided for the intended purpose only and for remaining in contact with you. Council is authorised to collect this information in accordance with the *Local Government Act 2009* and other Local Government Acts. Your personal information is only accessed by persons authorised to do so. Your personal information is dealt with in accordance with council's privacy policy.

# **Direct Debit Request Service Agreement (DDRSA)**

**Ensure all sections of the application form have been fully completed.  
Any missing information will result in delays in implementation of this Direct Debit agreement.**

Please allow a period of 7 days for processing the application.

**Payment Frequency – Amounts will be deducted from your nominated accounts at the times you nominate.  
(see below)**

**DUE DATE** – The net total payable shown on your rate notice (including any supplementary notices) on the date for payment of your rates for the nominated property.

**WEEKLY/FORTNIGHTLY** – Commencing on the date specified then on the same day each week/fortnight. If scheduled deduction day falls on a Public Holiday then payment will be processed on the next business working day.

**MONTHLY** – Commencing on the date specified then on the same date each month (between 1<sup>st</sup> & 28<sup>th</sup> of the month). If the scheduled deduction day falls on a week-end or Public Holiday then payment will be processed on the next business working day. If you are unsure as to when the debit payment will be processed (after a public holiday) please enquire with your Financial Institution.

## **Please note the following Important Information:**

- By signing a Direct debit Request 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.
- It is the responsibility of the ratepayer to have sufficient clear funds available in the relevant account, by the scheduled deduction due date, to allow the payment of Debit Items according to the relevant DDR.
- To cancel or defer a payment (e.g. stop scheduled payment, amend deduction amount, cancel arrangement) to your DDR either contact council on (07) 5329 6500 or send an email to rates@noosa.qld.gov.au. A minimum of **24** hours' notice is required for any of these requests.
- Stops and cancellations can also be directed to your financial institution.
- If you sell your property you should advise Council immediately (via phone, email or letter) once a contract is signed to terminate this arrangement. If another property is purchased a new DDR must be completed for that property.
- A new DDR is required to be completed for any changes to customers Bank Account details.
- A Council Rate Notice will be issued to the customer every 6 months advising the rates balance.
- Individual receipts will not be issued for payments made via Direct Debit.
- If a payment dishonours any funds and/or discount applied to the rate account will be reversed.
- Discount does not apply if the net amount shown on the rate notice is not paid by the due date.
- Council will provide 14 days' notice to the customer if there is any variation to any of the debit arrangements.
- If there is any dispute in regards to a Direct Debit payment that has been processed please place request in writing to Council. Request can be either emailed to rates@noosa.qld.gov.au or by letter to Noosa Council, PO Box 141, Tewantin, QLD 4565.
  - Allow 14 days for any amendments to take effect or to respond to a dispute
  - 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, following our investigations, we believe on reasonable grounds 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.
- For returned unpaid transactions, the following procedures or policies will apply:
  - We treat the payment as if it was never made
  - Services may be suspended until the outstanding charges are paid; and/or
  - A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request if 3 payment defaults occur. The arrangement will be cancelled and further recovery action for outstanding debts may be taken by the Debit User.
- Council's privacy policy is detailed at the bottom of first page, however please note that the bank may require such information to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit.

---

## **Need Assistance with the form?**

You should check: With your financial institution whether Direct debit, through BECS, is available from your account. Your account details which you have provided to us are correct by checking them against a recent account statement.

If you need help completing the form please contact Council by telephoning (07) 5329 6500.

## **How to lodge a Direct Debit Request form**

Once you have completed the form either email it to rates@noosa.qld.gov.au, lodge it at our office located at 9 Pelican Street, Tewantin, or post it to Noosa Council at PO Box 141, Tewantin, Qld 4565.

If you wish to notify us in writing about anything to this agreement you should write to Noosa Council at PO Box 141, Tewantin, Qld 4565.

We may send notices either electronically to your email address or by ordinary post to the address you have given us. Any notice will be deemed to have been received on the third banking day after emailing or posting.