



## Direct Debit Request (DDR)

### Please select one of the following:

- New request
- Alteration to existing

### Customers Authority

I/WE (name of customer/s giving the DDR) .....

.....

.....

Authorise and request Wyndham City, APCA User ID number 402979, until further notice in writing, to arrange for funds to be debited 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.

### Payment Details

This authority allows the debiting of amounts payable by the Customer for the following property and frequency.

Assessment number .....

Property address .....

### Debit Frequency (please tick one of the following)

- Instalments – four dates detailed on rate notice
- Monthly – September to June (10 monthly payments)
- Fortnightly – August to June (23 fortnightly payments)

**Note:** The default frequency option is monthly

**Note:** You may elect to pay your rates by direct debit at any time during a financial year. A debit amount will be determined from the frequency nominated, the number of payments and the balance of your account remaining within the financial year. **Payment dates are fixed by Council and cannot be nominated or changed.**

### Details of the account to be debited (all details must be supplied)

Name of financial institution .....

Branch name .....

Account name (please insert your name in full)  
 .....  
 .....

BSB number .....Account number .....

ABN/ARBN (if applicable).....

**Note:** Direct debiting is not available on the full range of accounts. If in doubt, please refer to your bank/financial institution. Direct debit is not available from credit cards.

## Customer Authorisation

By signing below, I/we acknowledge that this Direct Debit arrangement is governed by the terms of Authorisation the DDRSA attached to this request. If in join name/s both signatures may be required.

Signature required

Date

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## Customer Contact Details:

Contact Phone Number (business hours) .....

Email (encouraged for overseas customers) .....

Please return this form to Wyndham City by mailing it to PO Box 197, Werribee Victoria 3030, Australia, faxing it to (03) 9741 6237 or emailing a scanned copy to [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au)

## Direct Debit Request Service Agreement (DDRSA)

1. By signing the Direct Debit Request, you authorise us to arrange for funds to be debited from your Account in accordance with the Agreement.
2. We will advise you 14 days in advance of any changes to the Direct Debit Request.
3. For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
  - a. Write to Wyndham City, PO Box 197, Werribee, Victoria 3030, Australia or email [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au), and
  - b. Allow for 14 days for the 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.

4. You should be aware that:
  - a. direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
  - b. You should check your Account details (including the Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution.

If you are in any doubt, please check with your Financial Institution before completing the drawing authority.

5. 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 is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
  - c. Suitable arrangements are made if the direct debit is cancelled:
    - i. by yourself;
    - ii. by your Financial Institution; or
    - iii. For any other reason.

6. 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.
7. For returned unpaid transactions, the following procedures or policies will apply:
  - a. we treat the payment as if it was never made; services may be suspended until the outstanding charges are paid; and/or
  - b. A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.
8. 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.
9. 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.

### **Definitions**

Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this DDRSA and:

Account means the account nominated in the Direct Debit Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;

Agreement means the Terms and Conditions (including BPAY), including the Schedules to those Terms and Conditions, as amended from time to time;

Direct Debit Request means the Direct Debit Request between us and you as amended from time to time;

Financial Institution is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited;

We means Wyndham City; and

You mean the Customer/s who signed the Direct Debit Request.