Set up or amend a direct debit

About this form

You can set up a direct debit online. Visit our website and search for 'pay your rates'.

Use this form to request a direct debit for your rates and charges.

It can up to two weeks for a direct debit to take effect.

What you need

- Your address and assessment number (on your rates notice).
- Your bank account details.

How to return this form

In person:	Civic Centre, 45 Princes Highway, Werribee
	Manor Lakes Community Centre, 86 Manor Lakes Boulevard, Manor Lakes
	Point Cook Community Centre, 1-21 Cheetham St, Point Cook
	Tarneit Community Centre, 150 Sunset Views Boulevard, Tarneit
By post:	PO Box 197, Werribee, Victoria, Australia, 3030

More information

If you need help completing this form, call us on 1300 023 411.

We are open Monday to Friday from 8am to 5pm.

Your details

Given name:	
Last name:	
Phone number:	
Email address:	

Address of the property you pay rates for:	Street:	
	Suburb:	
	Postcode:	
Your postal address: (if different)	Street:	
	Suburb:	
	Postcode:	
Assessment number: (on your rates notice)		

Payment frequency

What payment frequency would you like?

- ☐ **Four instalments:** Your account will be debited on the four dates listed on your rates notice
- ☐ **Fortnightly:** Your account will be debited fortnightly from September. If you set up this arrangement before September, it will be 20 instalments.
- ☐ **Monthly:** Your account will be debited monthly from September. If you set up this arrangement before September, it will be 10 instalments.

Please note:

You can set up direct debit to pay your rates at any time during the year.

The amount taken will depend on how often you choose to pay, how many instalments are left before June, and how much you still owe for the year.

Payment dates are set by Wyndham City and cannot be changed.

Account details

Bank name:	
BSB:	
Account name:	
Account number:	
ABN/ARBN: (if applicable)	

Your authority

I/We 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 above 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.

Signature:	
Date:	
Signature:	
Date:	

Direct debit request service agreement

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 online at 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:
- by yourself;
- by your Financial Institution; or
- 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;
(b) services may be suspended until the outstanding charges are paid; and/or
(c) 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.