



DIRECT DEBIT REQUEST

REQUEST AND AUTHORITY TO DEBIT THE ACCOUNT NAMED BELOW
TO PAY LOCKYER VALLEY REGIONAL COUNCIL – RATES

ABN 5267 3165 312

REGIONAL COUNCIL

<p>Request and Authority to debit</p>	<p>Surname or company name _____</p> <p>Given names or ACN/ARBN _____ (“you”)</p> <p>Request and authorise LOCKYER VALLEY REGIONAL COUNCIL (User ID number 149161) to arrange for any amount LOCKYER VALLEY REGIONAL COUNCIL may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement [and any further instructions provided below].</p>
<p>Insert the name and address of financial institution at which account is held</p>	<p>Financial institution name _____</p> <p>Address _____</p>
<p>Insert details of account to be debited</p>	<p>Account number _____</p> <p>BSB number _____ - _____</p> <p>Name of account (e.g. A B & C D Smith) _____</p>
<p>Acknowledgment</p>	<p>By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and LOCKYER VALLEY REGIONAL COUNCIL as set out in this Request and in your Direct Debit Request Service Agreement.</p>
<p>Frequency of Debits</p> <p><u>Please note:</u> <i>Deductions are processed on Fridays only</i></p>	<p>Option 1 <input type="checkbox"/> Fixed Debit amount: \$ _____ - _____</p> <p>Amount in words: _____</p> <p>Deductions are to be processed on the Friday of every:</p> <p><input type="checkbox"/> week <input type="checkbox"/> fortnight <input type="checkbox"/> month commencing from Friday ____/____/____.</p> <p><u>OR</u></p> <p>Option 2 <input type="checkbox"/> Full Amount on the Due Date of a Rate Levy –</p> <p>Please note:</p> <ul style="list-style-type: none"> ▪ this option is only available if there are NO ARREARS on this rate assessment ▪ the amount will vary depending on the rate levy issued (Please see the relevant rate notice for the NET amount to be deducted) ▪ this deduction will be processed on the last day of the relevant rate levy discount period (please see your relevant rate notice for the Discount Due Date)
	<p>Signature _____ (If signing for a company, sign and print full name and capacity for signing eg. Director)</p> <p>Postal Address _____</p> <p>Property Address _____ (payment will be allocated to this property)</p> <p>Contact Number During Office Hours _____</p> <p>Date ____ / ____ / ____</p>

Office Use Only

PAY WEEK	<input type="checkbox"/>	MONTHLY	<input type="checkbox"/>
OFF-PAY WEEK	<input type="checkbox"/>	FULL AMOUNT ON DUE DATE	<input type="checkbox"/>
DATE ENTERED	____ / ____ / ____	ACTIONING OFFICER	_____
		ASSESSMENT NUMBER	_____



REGIONAL COUNCIL

DIRECT DEBIT REQUEST

SERVICE AGREEMENT

PLEASE RETAIN FOR YOUR FUTURE REFERENCE

ABN 5267 3165 312

Definitions

account means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between *you* and *us*.

business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between *us* and *you* (and includes any Form PD-C approved for use in the *transitional period*).

transitional period means the period commencing on the industry implementation date for Direct Debit Requests (currently 31 March 2000) and concluding 12 calendar months from that date.

us or *we* means **LOCKYER VALLEY REGIONAL COUNCIL** (*User ID number 149161*) you have authorised by signing a *direct debit request*.

you means the customer who signed the *direct debit request*.

your financial institution is the financial institution where *you* hold the *account* that *you* have authorised *us* to arrange to debit.

1. Debiting your account

1.1 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*.

1.2 *We* will only arrange for funds to be debited from *your account* as authorised in the *direct debit request*.

1.3 If the *debit day* falls on a day that is not a *business day*, *we* may direct *your financial institution* to debit *your account* on the following *business day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Changes by us

2.1 *We* may vary any details of this *agreement* or a *direct debit request* at any time by giving *you* at least fourteen (14) days' written notice.

3. Changes by you

3.1 Subject to 3.2 and 3.3, *you* may change the arrangements under a *direct debit request* by contacting *us* on 07 5462 0386.

3.2 If *you* wish to stop or defer a *debit payment* *you* must notify *us* in writing at least fourteen (14) days before the next *debit day*. This notice should be given to *us* in the first instance.

3.3 *You* may also cancel *your* authority for *us* to debit *your* account at any time by giving *us* fourteen (14) days notice in writing before the next *debit day*. This notice should be given to *us* in the first instance.

4. Your obligations

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *direct debit request*.

4.2 If there are insufficient clear funds in *your* account to meet a *debit payment*:

(a) *you* may be charged a fee and/or interest by *your financial institution*;

(b) *you* may also incur fees or charges imposed or incurred by *us*; and

(c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your* account by an agreed time so that *we* can process the *debit payment*.

4.3 *You* should check *your* account statement to verify that the amounts debited from *your* account are correct

4.4 If National Australia Bank Limited A.C.N. 004 044 937 ("National") is liable to pay goods and services tax ("GST") on a supply made by the National in connection with this *agreement*, then *you* agree to pay the National on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

5. Dispute	<p>5.1 If you believe that there has been an error in debiting <i>your account</i>, you should notify <i>us</i> directly on 07 5462 0386 and confirm that notice in writing with <i>us</i> as soon as possible so that we can resolve <i>your</i> query more quickly.</p> <p>5.2 If we conclude as a result of our investigations that <i>your</i> account has been incorrectly debited we will respond to <i>your</i> query by arranging for <i>your financial institution</i> to adjust <i>your</i> account (including interest and charges) accordingly. We will also notify you in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If we conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited we will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding.</p> <p>5.4 Any queries <i>you</i> may have about an error made in debiting <i>your account</i> should be directed to us in the first instance so that we can attempt to resolve the matter between <i>us</i> and <i>you</i>. If we cannot resolve the matter <i>you</i> can still refer it to <i>your financial institution</i> which will obtain details from <i>you</i> of the disputed transaction and may lodge a claim on <i>your</i> behalf.</p>
6. Accounts	<p>You should check:</p> <ul style="list-style-type: none"> (a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions. (b) <i>your</i> account details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and (c) with <i>your financial institution</i> before completing the <i>direct debit request</i> if <i>you</i> have any queries about how to complete the <i>direct debit request</i>.
7. Confidentiality	<p>7.1 We will keep any information (including <i>your account</i> details) in <i>your direct debit request</i> confidential. We will make reasonable efforts to keep any such information that we have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that we have about <i>you</i>:</p> <ul style="list-style-type: none"> (a) to the extent specifically required by law; or (b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).
8. Notice	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to <i>The Chief Executive Officer, Lockyer Valley Regional Council, PO Box 82 Gatton QLD 4343</i>.</p> <p>8.2 We will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>direct debit request</i>.</p> <p>8.3 Any notice will be deemed to have been received two <i>business days</i> after it is posted.</p>