

# DIRECT DEBIT REQUEST (DDR)

PID:	Property Address:
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## Customers Authority

Name of customer(s) giving the DDR:		
I/We	Residential address:	
Of	Contact number:	Email address:
Authorise you	Name of debit user: GLENORCHY CITY COUNCIL ABN 19 753 252 493	APCA user ID number: 069830

- To arrange for funds to be debited from my/our account as shown below.
- This authorisation is to remain in force in accordance with the terms contained in the Direct Debit Service Agreement the details of which are shown below.
- The Debit User to verify the details of the above-mentioned account with my/our Financial Institution.
- The Financial Institution to release information allowing the Debit User to verify the above mentioned account details.
- I am authorised to make this application on behalf of the Ratepayer/s

Signature:	Date: / /
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## Details of the Bank Account to be debited (excludes Credit Cards)

Name of financial institution:	Account type:
In the name of:	
BSB number:	Account number:
Please verify these details with your financial institution or account statement	

## Details of your Account to be credited

I/We request that you debit my/our account for the following:	
Amount to be debited <i>Council will calculate the required amount if left blank:</i>	
Frequency of debit	Weekly   Fortnightly   Monthly   Instalment
First payment date	<i>Must be a Friday for Weekly or Fortnightly. Must be 1st of month for Monthly:</i> / /

## DIRECT DEBIT SERVICE AGREEMENT

- The customer agrees to the Debiting details as contained in the DDR form.
- Any amount paid in credit under Direct Debit is not refundable.
- The Council will recalculate Debit amounts each year to ensure rates are paid in full by May.
- Where Weekly or Fortnightly Direct Debit deductions are chosen, the Council will lodge the authorisation with its bank only on Fridays. Where Monthly Direct Debit deductions are chosen, the Council will lodge the authorisation on the 1st of the month in which the payment is due, where Instalment deductions are chosen, the Council will lodge the authorisation on the instalment due date. (Refer to point Number 10).
- For all matters relating to the Direct Debit arrangements, the Customer will need to:
  - Call our Customer Service Centre on (03) 6216 6800: or
  - Visit the Customer Service Centre at 374 Main Road, Glenorchy; or
  - Send written correspondence to PO Box 103, Glenorchy, 7010 or by email to gccmail@gcc.tas.gov.au: and
  - Allow 7 days for a new Direct Debit Request, a variation or cancellation to the existing DDR to take effect.
- The Customer should be aware that:
  - Direct debiting is not available on all accounts; and
  - Account details should be checked against a recent statement from your Financial Institution.

- If you are in any doubt, you should check with your Financial Institution before completing the Direct Debit Request (DDR).
- As it may take some days to reach your account, it is your responsibility to ensure sufficient funds remain available. Penalties apply where there are insufficient funds or wrong account numbers are provided.
  - The Council does not charge any extra for payment by Direct Debit however a Direct Debit deduction is a transaction on your bank account so your financial institution may charge you if you exceed your account transaction limit.
  - For returned unpaid transactions, the following procedures will apply:
    - On the first occasion  
*A warning letter will be sent to the Customer*
    - On the second occasion  
*A final notice will be sent*
    - On the third occasion  
*The direct debit will be cancelled and legal action taken for any overdue amount*
- An insufficient funds administration fee may be charged by council.
- If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the working day before. You must ensure sufficient funds are in your account.
  - In accordance with Section 128 of the Local Government Act, 1993 interest and penalty will be charged on rates which are overdue unless you have a current direct debit payment arrangement which is calculated to have your rates paid in full by May each year.

- Any changes made to your direct debit service agreement we will notify you giving 30 days notice.

## PERSONAL INFORMATION PROTECTION STATEMENT

The personal information that Council is collecting from you is deemed personal information for the purposes of the *Person Information Protection Act 2004*.

The intended recipients of personal information collected by Glenorchy City Council may be:

- Officers within Glenorchy City Council;
- Data services providers engaged by Council from time to time;
- Any other agent/contractor of Glenorchy City Council.

The supply of the information by you is voluntary. If you cannot provide or do not wish to provide the information sought, Glenorchy City Council may be unable to process your application or request.

Council is collecting this personal information from you for the purposes of managing, assessing, advising upon and determining the relevant application, or the other Council related matters.

You may make application for access or amendment to your personal information held by Council.

Enquiries concerning this matter can be addressed to the Right to Information Officer, Glenorchy City Council, PO Box 103 Glenorchy 7010 or Phone 6216 6800.