

DIRECT DEBIT REQUEST

Paying your rates by Direct Debit is a convenient and easy way to ensure your rates are always paid on time.

To pay by Direct Debit from your nominated savings or cheque account, please complete the details on this form and send to the address below by 1 September:

Manningham City Council, PO Box 1, Doncaster 3108

Your rates installments will then be automatically debited from your account as they are due. You may cancel the Direct Debit arrangement at any time by giving written notice to Council.

For enquiries, please call Council's Revenue Office on 9840 9333.

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| Customer details | SURNAME OR COMPANY NAME: <input type="text"/> GIVEN NAMES OR ACN/ABN: <input type="text"/> ("you") request and authorise Manningham City Council, Debit User ID 072502 to arrange for the advised amount to be debited or charged to you 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). |
| Property details | <input type="checkbox"/> OWNER or <input type="checkbox"/> OCCUPIER of Property. PROPERTY NUMBER: <input type="text"/> PROPERTY OWNER/S: <input type="text"/> PROPERTY ADDRESS: <input type="text"/> |
| Details of your account to be debited: | FINANCIAL INSTITUTION NAME: <input type="text"/> NAME OF ACCOUNT: <input type="text"/> BSB NUMBER: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> ACCOUNT NUMBER: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| Payment frequency: | <input type="checkbox"/> FOUR PAYMENTS 30 September 2019 30 November 2019 28 February 2020 31 May 2020 <input type="checkbox"/> TEN PAYMENTS Monthly on the 15th day of the month from September to June inclusive |
| Authorisation | By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Manningham City Council, as set out in this Direct Debit Request and in the Direct Debit Request Service Agreement. The first debit may be made in accordance with the dates set out on Council's rate notice or official letterhead advice. SIGNATURE: <input type="text"/> ADDRESS: <input type="text"/> PHONE NUMBER: <input type="text"/> DATE: <input type="text"/> |

DIRECT DEBIT REQUEST SERVICE AGREEMENT

1 Debiting your account

- 1.1 By signing a Direct Debit Request, you have authorised Council 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 you and Council.
- 1.2 Council 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, Council may direct your financial institution to debit your account on the following business day.
If you are unsure about which day your account has been debited, you should ask your financial institution.
If you are unsure about which days your account will be debited you should refer to your annual rate notice or you can check with Council.

2 Changes by Council

- 2.1 Council 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, you may change the arrangements under a Direct Debit Request by completing a new Direct Debit Request application and presenting it to Manningham City Council.
- 3.2 You may cancel your authority for Council to debit your account at any time by giving notice in writing at least seven (7) days before the next debit date.

4 Your obligation

- 4.1 It is your responsibility to ensure the account details on your Direct Debit Request application are correct.
- 4.2 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.
- 4.3 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 incur fees or charges imposed or incurred by Council.
 - (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.
- 4.4 It is your responsibility to check your account statement to verify that the amounts debited from your account are correct.

5 Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify Manningham City Council directly on 9840 9333 and confirm that notice in writing as soon as possible so that we can resolve your query quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited by Manningham City Council, we will refund the amount directly to you. Should our investigations conclude that your account has been incorrectly debited by a financial institution we will arrange for them to adjust your account (including interest and charges) and advise you in writing accordingly.

- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query and provide you with reasons and any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to Council in the first instance so that we can attempt to resolve the matter. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6 Accounts

- 6.1 You should check:
 - (a) With your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts.
 - (b) That the account details you have provided to us are correct by checking them against a recent account statement
 - (c) With your financial institution, before completing the Direct Debit Request, if you have any queries about how to complete the Direct Debit Request.

7 Confidentiality

- 7.1 Council will keep any information (including the account details) on your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
 - (a) To the extent specifically required by law; or
 - (b) For the purposes of this agreement (including disclosing information in connection with any query or claim).

8 Notice

- 8.1 If you wish to notify Council about anything relating to this agreement, you should write to Manningham City Council, PO Box 1, Doncaster Victoria 3108.
- 8.2 We will notify you by sending a notice in the ordinary post to the address shown on Manningham City Council's rates database.
- 8.3 Any notice will be deemed to have been received two business days after it was posted.

PRIVACY STATEMENT

Manningham City Council is committed to its obligations under the Privacy & Data Protection Act 2014 (Vic.) All personal information collected by Council will be used for Council business purposes and kept confidential. It will not be disclosed to third parties unless Council is required to disclose the information under other legislation or disclosure is necessary to complete the purpose for which it is sought. You may access information you have provided to Council and make corrections if you believe that information is incorrect. For further information including Council's information privacy policy please visit our website at www.manningham.vic.gov.au.