

Direct Debit Request

Request to 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 below)

Applicant Details

Title	Surname	Given Names	
Company Name		ACN / ARBN	
Postal Address			
Suburb		State	Postcode
Home Phone	Work Phone	Mobile	
Fax	Email Address		

Request Type

Debtors	Rates
Property Address	

**Applicable to Rates Only. Payment will be allocated to this property.*

Bank and Account Details

Financial Institution	Branch Address
BSB Number	Account Number
Account Name	

Frequency of Debits *(Please note: deductions are processed on Fridays only)*

Option 1 - Fixed Debit Amount

Amount \$
Amount in words

Deductions are to be processed on the FRIDAY of every:

Week
Fortnight
Month commencing Friday

Option 2 - Full Amount on the Due Date of a Rate Levy

Please note:

- This option is NOT available for Supplementary Levies (alternate payment required)
- 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)

I acknowledge that I have read, understand and agree to the Terms and Conditions of the Direct Debit Service Agreement as outlined on Pages 2 & 3

Signature

Date

If signing for a company please also print full name and capacity for signing (e.g. Director)

Office Use Only

Actioned Date	Actioning Officer	Property/Debtor ID
Pay Week	Off Pay Week	Monthly
		Full Amt Due Date

Direct Debit Request Form

Form No E5302-500

Lockyer Valley Regional Council, PO Box 82, Gatton Qld 4343
Phone: 1300 005 872 Email: mailbox@lvrc.qld.gov.au

Version 1.0
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Privacy Notice

These details will only be used for the purpose for which they have been collected and will not be used for any other purpose. We will not disclose the information you provide outside of Council unless we are required by law or you have given your consent. To the fullest extent allowed by law Council, its officers and employees will not be liable for any claims in respect of any loss arising out of, or in connection with, the use of any of the supplied information.

Direct Debit Service Agreement

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 1300 005 872.

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

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300 005 872 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

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 by providing 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 us in the first instance so that we can attempt to resolve the matter between us and you. 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

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 offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (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 We will keep any information (including your account details) in 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 us in writing about anything relating to this agreement, you should write to The Chief Executive Officer, Lockyer Valley Regional Council, PO Box 82 Gatton QLD 4343.

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.

8.3 Any notice will be deemed to have been received two business days after it is posted.

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.