

## Direct Debit Application – Instalments

### 2019 – 2020 Financial Year

Request to establish a direct debit payment arrangement with the Shire of Murray to pay annual Rates and Charges for the property listed below.

Assessment No: \_\_\_\_\_

Property Address: \_\_\_\_\_

Name: \_\_\_\_\_

Residential Address: \_\_\_\_\_

Postal Address (if different to residential address): \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Contact Phone Number/s: \_\_\_\_\_

#### Instalment Details

Please tick your preferred payment option below. Payment dates and amounts will be reflected on your annual rates notice issued after 1 July 2019.

Option 1  In Full

Option 2  4 Instalments

Continue this direct debit arrangement annually? Yes  No   
*Refer to your annual rates notice for payment dates as they will change annually*

#### Bank Account details

I (for and on behalf of all owners) authorise the Shire of Murray ABN 16 036 156 261 with User ID Number 344611 to arrange for funds to be debited from my / our account through the Bulk Electronic Clearing System (BECS), held with the Financial Institution identified below.

Bank: \_\_\_\_\_ Branch: \_\_\_\_\_

BSB: \_\_\_\_\_ Account No: \_\_\_\_\_

Account Name: \_\_\_\_\_

Direct Debit Password: \_\_\_\_\_ *Enables you to make changes via phone*

Upon the signing of this agreement, I understand and acknowledge:

- that when paying by Option 2 - 4 instalments, an administration fee will apply along with instalment interest as stated on my annual rates notice
- that reminder notices will still be issued and serve only as a reminder of what will be debited from my account
- this arrangement will be terminated at the end of each financial year unless stated above
- that I have read and understood the Direct Debit Service Agreement overleaf

Signature: \_\_\_\_\_

*Note: If the bank account is in joint names signatures of both account holders is mandatory*

## Direct Debit Request Service Agreement

1. The Shire of Murray (the "Debit User") will debit the BSB/Account nominated in The Schedule of this Direct Debit Request as specified.
2. The Shire of Murray will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.
3. An administration fee will be charged by The Shire of Murray as stated on your annual rates notice
4. Deductions will be made from your nominated account on a Friday until the debt is paid in full or otherwise agreed.
5. The customer(s) may request The Shire of Murray to defer or alter the payment amount specified in the Schedule of this Direct Debit Request. Requests authorising these changes may be made by phoning 08 9531 7608 or written advice to The Shire of Murray PO Box 21, Pinjarra WA 6208 or email to mailbag@murray.wa.gov.au. Customer(s) may change the:
  - Due Date of Payment
  - Payment Amount
  - Frequency of Payment

Customer(s) wishing to vary the drawing account details specified in The Schedule of this Direct Debit Request must provide signed authority for such changes to be effected.

6. In compliance with the Industry's Direct Debit Claims Process, The Shire of Murray will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. The Shire of Murray will endeavour to resolve this matter within the Industry agreed timeframes. Customer(s) may visit any branch of their financial institution and complete a "Direct Debit System Claim Request" form to initiate the process.
7. The Shire of Murray advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting through BECS.
8. Please check that the account details you have provided to us are correct by checking them against a recent account statement.
9. It is the customer(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request.
10. The Shire of Murray advises the debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day The Shire of Murray will initiate the debit drawing on the next open business date. Customer(s) may direct processing inquiries to their financial institution.

A closed business day is defined as any calendar day on which the customer(s) financial institution is not open for direct debit processing. That is:

- Weekends
  - Public Holiday – State
  - Public Holiday – National
11. Customer(s) who wish to cancel this Direct Debit Request must notify The Shire of Murray in writing not less than 7 days before the next scheduled debit drawing. This request may be directed to The Shire of Murray or to a customer(s) financial institution.
  12. The Shire of Murray may pass on to you any bank fees it may incur that relate to a dishonoured Direct Debit drawing. If your drawing is returned we will contact you to discuss alternate payment arrangements.
  13. The Shire of Murray requests the customer(s) to direct all enquires, disputes requests for payment changes or cancellation directly to them.
  14. The Shire of Murray agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.

### Your Responsibilities to the Shire of Murray:

15. Ensure that your nominated account can accept Direct Debits.
16. Ensure that on the drawing date there are sufficient funds available in your nominated account.
17. Advise the Shire of Murray accordingly should your account be transferred or closed.
18. Provide information of any alterations to your existing arrangement to the Shire of Murray in writing.