



CASSOWARY COAST REGIONAL COUNCIL
PO Box 887
INNISFAIL QLD 4860
Ph: 1300 763 903
Email: enquiries@cassowarycoast.qld.gov.au

DIRECT DEBIT REQUEST SERVICE AGREEMENT – NEW

Section 1 – Applicant(s) Details

	I/We request Cassowary Coast Regional Council - User ID 302025 to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed. This authorization is to remain in force in accordance with the terms described in the Service Agreement.		
Property No:			
Property Owner:			
Property Address:			
Mobile:		Phone (W):	
Email Address:			

Section 3 - Details of Account to be Debited

PLEASE NOTE: Credit Cards are NOT Accepted.

Financial Institution:										
Branch:										
Account Name (in full)										
BSB:					-					
Account Number:										
	Please note that payments are only debited on Fridays; excluding monthly payments which are scheduled for the 29th of every month. Refer to drawing conditions on page 2 of this form for further details.									
Commencement Date:										
Payment schedule:	<input type="checkbox"/> Weekly	<input type="checkbox"/> Fortnightly	<input type="checkbox"/> Monthly	<input type="checkbox"/> *In Full	Debit \$		<input type="text"/>			
*(On due date only)										

Please note: This is a type of payment method and not an approved payment arrangement under the rates recovery policy

	By signing below I/we certify that I/we have read and understood all the terms & conditions attached to this agreement. I/WE UNDERSTAND THAT ANY CHANGES I/WE REQUIRE TO BE MADE TO THE INSTRUCTIONS ON THIS APPLICATION ARE TO BE IN WRITING, SIGNED AND DATED		
Signature:		Date:	
Signature:		Date:	
	(If debiting from a joint account, both signatures are required)		
	Privacy Statement: The Cassowary Coast Regional Council respects your privacy. Personal information on this form is collected in accordance with the Information Privacy Act 2009 guidelines and is used only by Council staff for the purpose of this form and will not be disclosed to any other party unless required by law.		



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This document outlines the payment request between the Direct Debit User (Cassowary Coast Regional Council) and you (the customer) and should be read in conjunction with the Direct Debit Request (DDR) form. Please retain this document for future reference.

Terms and Conditions

In terms of the approved Direct Debit request made between us and signed by you, Council undertakes to periodically debit your nominated account for the agreed amount for payment of rates.

All customer records and account details will be kept private and confidential, to be disclosed only at the request of you or a Financial Institution in connection with a claim made with respect to an alleged incorrect or wrongful debit.

Drawing Conditions

Drawing will occur on Council specified days. If the scheduled drawing date for payment falls on a non-business day or a public holiday, the payment may be processed on the next business day.

It is your responsibility to ensure that, on the drawing date, there are sufficient cleared funds in the nominated debiting account when payments are drawn.

Returned Drawings

In the event of a transaction being returned unsatisfied by your financial institution, the amount will be reinstated to your rate assessment with any discount applicable being forfeited. You will be notified of this action in writing.

In these circumstances, your financial institution may charge you a fee. In addition, Council will also charge you an administration fee. However, if the dishonoured payment is your first time dishonour, no charge will be applicable (effective 1 July 2022).

Automatic cancellation of your Direct Debit facility will occur after three (3) consecutive default payments.

Enquiries

Direct all enquiries to Council, rather than to your financial institution, by Phone 1300 763 903 or Fax (07) 4061 4258. All communication should include your Rates Property No. and be made at least 5 business days prior to the next drawing date.

Cancellation or Changes to the Direct Debit Schedule

It is your responsibility to ensure that you advise Council if the nominated account details have changed, transferred or closed by providing at least 5 business days written notice prior to the next scheduled drawing.

You may defer, stop or cancel your DDR at any time by providing at least 5 business days written notice prior to the next scheduled drawing.

By Mail - Cassowary Coast Regional Council
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Council will give you at least 14 days notice in writing, if changes to the initial direct debit terms and conditions are made. This notice will state the changes to the initial terms.

Cancellations made by Council

Council will cancel the direct debit facility on your behalf under the following circumstances:

- A Property Search is received notifying Council the property is due to be sold;
- Notification has been received advising the account holder is deceased.

Disputes

If you believe that a drawing has been initiated incorrectly, you are encouraged to take the matter up directly by contacting Council on 1300 763 903 during business hours and confirm details in writing as soon as possible so that your query can be resolved.

If you do not receive a satisfactory response from Council to your dispute: -

- within 7 business days for claims lodged within 12 months of the disputed drawing; or
- within 30 business days for claims lodged more than 12 months after the disputed drawing, contact your financial institution, which will respond to you with an answer to your claim.

You will receive a refund of the drawing amount if Council cannot substantiate the reason for the drawing.