



## SPECIAL PAYMENT ARRANGEMENT REQUEST

### OWNER'S DETAILS

SURNAME/ COMPANY			
RESIDENTIAL ADDRESS		POSTCODE	
POSTAL ADDRESS		POSTCODE	
TELEPHONE NUMBER		MOBILE	
EMAIL ADDRESS			

### PROPERTY DETAILS

Property Address	Assessment No
Rate Account Balance	

### PAYMENT DETAILS

Tick	Frequency	Start Date	End Date	Amount	Annual Admin Fee
<input type="checkbox"/>	Weekly				<b>\$38.25</b>
<input type="checkbox"/>	Fortnightly				
<input type="checkbox"/>	Monthly				
Review Date (only if required)					

Note: A third missed payment will result in the Payment Arrangement being cancelled if no alternative arrangement have been made for the missed payment/s.

### PAYMENT METHOD TYPES

Type	Tick	Payment Type	Biller Name	Biller Code	Reference No
1	<input type="checkbox"/>	Direct Debit	Paid as a periodic payment through the City's direct debit system		
2	<input type="checkbox"/>	Centrepay	City of Kalgoorlie-Boulder	555 060 177S	Pensioner Card Number
3	<input type="checkbox"/>	BPAY/BPoint	City of Kalgoorlie-Boulder	2816	1000
4	<input type="checkbox"/>	Australia Post	City of Kalgoorlie-Boulder	2817	1000

### Direct Debit Bank Details

Bank Name		B S B Number	
Account		Account	

#### Acknowledgment

I acknowledge that the Direct Debit Arrangement is governed by the Terms and Conditions of the "Direct Debit Service Agreement". I accept all charges associated with the arrangement as determined by the City. I authorise the City of Kalgoorlie-Boulder DE USER ID 317863 to arrange for funds to be debited from my/our bank account at the Bank/Financial Institution shown above through the Bulk Electronic Clearing System (BECS).

Bank Holder's Signature (must be the registered holder of the bank account)	DATE

### DECLARATION

<input type="checkbox"/>	I declare that I am the owner and ratepayer of the above mentioned property.
<input type="checkbox"/>	I declare that I have read, understood and agree to be bound by the Terms and Conditions of the Special Payment Arrangement.

APPLICANT'S SIGNATURE	DATE

SAVE AS PDF FILE

CLEAR & RESET FORM

PRINT FORM

## SPECIAL PAYMENT ARRANGEMENT

This agreement outlines the City of Kalgoorlie-Boulder's (the City) commitment to you and your rights and responsibilities as the Customer.

### Changes to Special Payment Arrangement Information

All changes relating to the Special Payment Arrangement must be notified in writing to:

**City of Kalgoorlie-Boulder**  
PO Box 2042  
BOULDER WA 6432  
Phone (08) 9021 9600  
Fax (08) 9021 6113  
Email [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au)

Please allow up to **10 working days** for amendments to take effect. The City will advise if changes cannot occur within this time frame.

### General Terms and Conditions

- A Special Payment Arrangement is based on payments being paid by the periodic payment due date.
- A Special Payment Arrangement will expire on the 'End Date' or when the total outstanding balance has been paid in full (whichever is the sooner).
- In the event of three missed payments (without prior notice), the City will cancel the arrangement.
- In the event of the arrangement being cancelled, the City will require the rates account to be paid in full, or the City will invoke its debt recovery procedures.

### Administration Fees and Charges

- A Special Payment Arrangement set up administration fee of \$37.50 will apply.
- An Annual Maintenance fee will apply if Special Payment Arrangement (SPA) continues in the next Financial Year.
- Concessional Card Holders (i.e. pensioners/seniors) are exempt from the administration SPA fee.
- Late payment interest will be applied on this account at 10% per annum on Special Payment Arrangements until the balance is paid, (excluding fully entitled pensioners/seniors).
- A default fee of \$16.50 will apply for dishonored direct debit payments rejected by a financial institution.

### Change to Terms and Conditions

- A request to change the payment terms of a Special Payment Arrangement (SPA) must be in writing and stating the reasons for the request.
- A new SPA paying through a direct debit arrangement must be received **10 working days prior** to the direct debit start date.
- A change in direct debit details must be received **10 working days prior** to the next payment date.
- A request to suspend a direct debit periodic payment must be received **10 working days prior** to the next payment date.
- A cancellation to a Direct Debit Agreement must be received **10 working days prior** to the cancellation date.
- Suspension of payments up to a **maximum of 2 requests** per arrangement is permitted. Any further suspensions will be at the discretion of the City's Debt Recovery Officer.

### Direct Debit Terms & Conditions

- Direct Debits are not available on all financial institution accounts. You will need to confirm with your financial institution that your type of account can be direct debited.
- The City will ensure all Direct Debit withdrawals are made on the date specified. The City accepts no responsibility or liability if the withdrawal cannot be made on this date due to unforeseeable circumstances.
- Weekly and Fortnightly payments will be debited on Fridays, and Monthly payments will be debited on the 17<sup>th</sup> of each month. If a payment falls due on a day that is not a business day, the payment will be withdrawn the next business day.
- A default fee of \$16.20 will apply for dishonored direct debit payments rejected by a financial institution.
- The City accepts no liability for correspondence not being received or received late due to postal delays.
- Any changes to bank account details or status (i.e. transferred or closed) must be in writing.

### Direct Debit Disputes

- If you believe that a debit payment has been initiated or carried out incorrectly, please contact the City on (08) 9021 9654.
- Any notice of dispute must be in writing and will be investigated and replied to within 10 working days. Further information of the dispute resolution process can be obtained by contacting the City on (08) 9021 9600.
- You will receive a refund of the debited amount if a direct debit payment has been deducted from your bank account in error.
- All queries regarding the Direct Debit process (e.g. disputes, change of details, cancellation requests) must be directed to the City. Alternatively you can take it up with your financial institution direct.

### Direct Debit Privacy

- All customer and financial institution information held by the City will be kept confidential except where disclosure is necessary to process payments, investigate and resolve disputes or is otherwise required by law.

### OFFICE USE ONLY

Officer's Name		Date		ECM Scan	<input type="checkbox"/>
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