

## DIRECT DEBIT SERVICE AGREEMENT REQUEST

### OWNERS DETAILS

Surname or Company :	First Name:
Residential Address :	Postcode :
Postal Address :	Postcode :
Telephone Number :	Mobile :
Email Address :	

### PROPERTY DETAILS

Property Address :	Assess No : A
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### NEW DIRECT DEBIT SERVICE AGREEMENT

**Admin Fee \$38.25**

Select	Payment Type	Deduction Frequency	Start Date	Amount
<input type="checkbox"/>	Weekly	Deductions - Friday of each cycle		
<input type="checkbox"/>	Fortnightly	Deductions - Friday of each cycle		
<input type="checkbox"/>	Monthly	Deductions - 17 <sup>th</sup> of each month		
<input type="checkbox"/>	Payment in One (1)	Deduction - 17/9/2019		
<input type="checkbox"/>	Instalment - Payment x Two (2)	Deductions - 17/9/2019 & 19/11/2019		
<input type="checkbox"/>	Instalment - Payment x Two (4)	Deductions - 17/9/2019, 19/11/2019, 21/01/2019, 24/03/2019		

### EXISTING DIRECT DEBIT SERVICE AGREEMENT

**Annual Fee \$38.25**

Select	Agreement Type	Date	Amount	Frequency	Restart Date
<input type="checkbox"/>	<b>Suspension of DDSA</b>				
<input type="checkbox"/>	<b>Cancellation of DDSA</b>				
<input type="checkbox"/>	<b>Change to DDSA Bank Details</b>				N/A
	*Bank Account <input type="checkbox"/>				
	*Payment Amount <input type="checkbox"/>				
	*Payment Frequency <input type="checkbox"/>				

### FINANCIAL INSTITUTION INFORMATION

#### Bank Account Details

Bank Name:	B S B Number:
Account Name:	Account No :

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

Date:

Acknowledgment

I acknowledge that the Direct Debit Arrangement is governed by the Terms and Conditions of the "Direct Debit Service Agreement" (DDSA). 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).

### DECLARATION

- I declare that I am the owner/ratepayer and authorised person of the above mentioned property.
- I understand the Direct Debit Service Agreement is a continuous agreement until I request in writing for it to cease.
- I agree to be bound by the Terms and Conditions of the Direct Debit Service Agreement.

### AUTHORISED PERSON'S SIGNATURE

Date:

# DIRECT DEBIT SERVICE AGREEMENT

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

## Changes to Direct Debit Information

All changes relating to the Direct Debit Service Agreement 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 any amendments to take effect. The City will advise if changes cannot occur within this time frame.

## General Terms and 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.
- The City accepts no liability for correspondence not being received; being received late due to postal delays, or is illegible
- Should funds not be available in the nominated bank account and the payment defaults, a default fee of \$16.50 will apply.
- Please advise the City immediately in writing if your bank account is transferred or closed.
- The agreement is a continuous arrangement, unless specified otherwise by you the ratepayer;
- The City may automatically adjust your periodic payment annually to ensure that your Rates are paid in full by the end of the Financial Year. You will receive written notification of any increase required.
- The City reserves the right to change the Terms and Conditions of this Direct Debit Service Agreement at any time.

## Direct Debit Periodic Payments

- 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.
- Payments are calculated as equal amounts to be paid by 30th June of the current financial year,
- Penalty interest (at the annual rate of 10% pa (if applicable) will be charged on overdue balances after the due date has past;
- An Annual Administration Fee of \$38.25 is applicable per agreement per property.

## Direct Debit Instalment Payments

- Instalment Options 1, 2 and 3 paid as a direct debit are continuous arrangements, unless specified otherwise by you the ratepayer.
- The instalment amount/s will be deducted on the due date/s as detailed on the 2019/20 Rates Billing Notice.

## Administration Fees and Charges

- A Special Payment Arrangement set up administration fee of \$38.25 will apply.
- A Special Payment Arrangement ongoing annual maintenance fee of \$38.25 will apply.
- 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 for dishonored payments rejected by your financial institution will apply.

## New Agreements, Changes, Suspensions or Cancellation to Agreements

- Any **new** Direct Debit Service Agreement must be received **10 working days prior** to the direct debit start date.
- Any **change in details** to a Direct Debit Service Agreement must be received **10 working days prior** to the direct debit next payment date.
- Any **request to suspend** your direct debit periodic payment must be received **10 working days prior** to the direct debit next payment date
- Any **cancellation** to a Direct Debit Service Agreement must be received **10 working days prior** to the cancellation date.

## Rejected Transactions

- Any Direct Debit withdrawal that is not honored by your financial institution will be subject to a dishonour fee of \$16.50 per transaction;
- In the event of a rejected payment, it is your responsibility to make the payment up manually;
- In the event of 3 rejected payments, the City will cancel the Direct Debit Service Agreement and commence normal debt collecting procedures.

## Suspension of Payments

- You may request (in writing) to suspend your Direct Debit Payment up to a maximum of 2 requests during any financial year.
- Any further suspensions will be at the discretion of the City's Rates Department.

## 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.

## 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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RESET FORM

PRINT FORM

SAVE FORM AS PDF