



REQUEST FOR DEBITING AMOUNTS BY THE DIRECT DEBIT SYSTEM

Customer's Authority

I/We

(Name or Company/Business Name)

Contact Phone Number

authorise North Sydney Council (APCA User ID Number: 012994) to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS).

This authorisation is to remain in force until further notice is received in writing.

Details of the Account to be Debited

(all details must be supplied)

Name of Financial Institution:

Bank Account Name:

BSB No: _ _ _ _ _

Account No: _ _ _ _ _

Branch Name:

Payment Options

I/We request that you debit my/our account in accordance with our Agreement and subject to one or more of the following conditions:

Amount to be debited \$ _____ Monthly Quarterly Annually

First payment date ____ / ____ / ____

Trading terms and conditions apply.

Payment Details

The payment is for:

Type of service e.g. Trade Waste Services, Car Parking Account

Company/Business Account Name (Council):

Account No (Council):

Authorisation

I/We authorise the following:

1. North Sydney Council to verify the details of the abovementioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing North Sydney Council to verify the abovementioned account details.

I/We understand and acknowledge that:

1. The Financial Institution may, in its absolute discretion, determine the order of priority payment of by it of any moneys pursuant to this Request or any authority or mandate.
2. The Financial Institution may, in its absolute discretion, at any time by notice in writing to me/us, terminate this Request as to future debits.
3. North Sydney Council may, by prior arrangement and advice to me/us, vary the amount or frequency of future debits.
4. It is the responsibility of the customer to ensure that the nominated account can accept Direct Debits.
5. It is the responsibility of the customer to ensure that **CLEAR** funds are available in the account on any due date.

Any debit which is dishonoured will be reversed from the account and a dishonour fee will be charged to the account.

Signature:

Date: / /

Signature:

Date: / /

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BY THE DIRECT DEBIT SYSTEM**

PRIVACY STATEMENT

Personal details requested on this form will only be used for the purpose of processing your application. The supply of information by you is voluntary. If you cannot provide or do not wish to provide the information sought, the Council may not be able to process your application. Access to the information is restricted to Council officers and other authorised people. You may make application for access or amendment to information held by Council. Applications by members of the public to view Council's records are subject to the provisions of Council's Privacy Management Plan, *Section 18 Government Information (Public Access) Act 2009 & Schedule 1 - Government Information (Public Access) Regulation 2009.*

I have read and understand the Privacy Statement

Signed: Date:

**CHARTER FOR DIRECT
DEBIT CUSTOMERS**

1. Notification that payment is due

Where the amount of payment due varies from bill to bill, we will always provide you with a bill at least 10 business days (or such time as agreed with you) before payment is due. On the due date, the amount will be debited from the account you have nominated at your financial institution.

Where the amount of payment due is fixed according to a pre-agreed arrangement, we will always notify you at least 10 business days (or such time as agreed with you) before the due date if there is a change in the amount to be paid.

2. Direct debit guarantee

If you dispute any amount on a bill, or on a notification of payments due under a pre-agreed arrangement, and let us know at least 2 business days before payment is due, we guarantee we will not debit your account for the amount in dispute until the dispute is resolved. This notice will allow us enough time to resolve the problem or to halt processing of the payment.

3. Change in payment method or cancellation

You may cancel the direct debit or change your nominated account by simply letting us known in writing at least 2 business days (or such time as agreed with you) before payment is due.

4. Privacy

We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorised representative.

5. Complaints

We will provide you with contact details for lodging complaints when the direct debit is established, and these details will be repeated on regular bills. We will respond to any complaint within 5 business days.