

DIRECT DEBIT AUTHORISATION



1. Customer(s) Authority

Name
I/We

Email Phone/Mobile

Email Phone/Mobile

Name of Debit User APCA User ID Number

Authorise you City of Parramatta 2749

To arrange for funds to be debited from my/our account at the financial institution identified below through the Bulk Electronic Clearing System (BECS). I/we will advise Council of the withdrawal of this authority and will not hold Council responsible for any action arising from my/our failure to do so.

2. Property Details

Please accept this application to pay my/our rate account by the due date, by direct debit on my/our property at:

No. Street Suburb

Postcode Assessment Number

3. Details of the Account to be Debited (All details must be supplied. Credit cards are NOT accepted)

Bank Name Branch

Account Name BSB -

Account Number

4. Payment Details

Please tick below to indicate your chosen method of payment

Full year payment (Total amount stated on Rates Notice) Quarterly instalments (Amount stated on Quarterly Instalment Notice)

Special arrangements to pay (As agreed by you and City of Parramatta) Please select one Weekly Fortnightly Monthly

Debit start date Amount

I/We authorise the following:

1. City of Parramatta verifies the details of the abovementioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing City of Parramatta to verify the abovementioned account details.
3. I/We will advise City of Parramatta of the cancellation of this authority should I/We wish to stop paying direct debit, or upon the sale or transfer of the property from my/our ownership, and will not hold City of Parramatta responsible for any action arising from not doing so.

Signature(s) Date

PLEASE COMPLETE A SEPARATE APPLICATION FOR EACH RATE ACCOUNT YOU WISH TO PAY BY DIRECT DEBIT

DIRECT DEBIT REQUEST SERVICE AGREEMENT



City of Parramatta
PO Box 32
PARRAMATTA NSW 2124

126 Church Street
Parramatta NSW 2150
Rates Department
Phone: 9806 5441 Fax: 9806 5911

1. Notification that payment is due

Where the amount of payment due varies across your rates notices, we will provide you with a rates notice 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 your nominated account.

Where the amount of payment due is fixed according to a pre-agreed arrangement, we will 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. Dispute

If you dispute any amount on a rates notice or on a notification of payment, let us know immediately. If you let us know at least two business days before payment is due, we will use our best endeavours to halt processing the direct debit until the dispute is resolved.

3. Changes

You may change the arrangements under a direct debit request by giving us at least 10 business days' notice in writing. We may vary any details of this agreement or a direct debit request at any time by giving you at least 10 business days' notice in writing.

4. Confidentiality

We will keep the information in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure. We will only disclose information that we have about you for the purposes of this agreement (including disclosing information in connection with any query or claim) or if it is required by law to disclose.

5. Complaints

Contact details for lodging complaints will be provided when the direct debit is established, and these details will be repeated on regular rates notices. We will respond to any complaint within five business days.

6. Range of accounts

Direct debiting is not available on the full range of accounts. Accounts such as credit cards of any kind, and certain bank accounts (e.g. passbook accounts) can NOT be used for City of Parramatta's direct debiting payment method. If you are unsure if your account is suitable, please contact your financial institution.

7. Sufficient funds

You must ensure that you have sufficient clear funds available in the relevant account by the due date to permit the payment of the direct debit. If there are insufficient clear funds in your account to meet a debit payment, you may be charged a fee and/or interest by your financial institution. Council may charge a dishonor fee, as specified in Council's Fees and Charges.

8. Due date

When the due date for payment falls on a day, which is not a business day, it is taken to be due on the next business day.

9. Privacy

Council is collecting your personal information in order to enable Council to set up the direct debit request. The intended recipient of the information is City of Parramatta Council. While the supply of this information is voluntary, the personal information you provide will enable Council to set up the direct debit request. The personal information can be accessed by you and may also be available to third parties in accordance with City of Parramatta's Access to Information Policy and Privacy Management Plan. You may make an application for access or amendment to personal information held by Council. Council will consider any such application in accordance with the Privacy and Personal Information Protection Act 1998. Council is the agency that holds the personal information. Council may be contacted on 9806 5000 or at 126 Church Street, Parramatta NSW 2150.