

## Direct Debit Request Form (DDR)



Section 1 - Applicant Details	
<p>I/We request you, <b>Logan City Council, user ID 009760</b>, to arrange for funds to be debited from my/our nominated <u>cheque or savings account</u> at the financial institution shown below according to the schedule specified below. <b>By signing this request form, I/We agree with the terms and conditions stated in Section 6 - 'Your Commitment to Us'.</b></p>	
Applicant/s:	
Mailing Address:	Postcode:
Telephone Business Hours:	

Organisational Services

File No: \_\_\_\_\_

### Council use Only

- (Please Tick)
- Direct Notice Coded into System (Due Date)
- Direct Debit Confirmation Letter Issued

Section 2 - Property Details	
Assessment No:	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
Property Owner/s:	
Property Address:	Postcode:

Section 3 - Financial Details	
Name on Account:	
Name of Australian Financial Institution:	
Branch of Financial Institution:	
BSB No:	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <span style="margin: 0 5px;">.</span> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
Account No:	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
Signature:	Signature:
<p><i>If debiting from a joint bank account, both signatures are required.</i></p>	

RETURN FORM TO:

ORGANISATIONAL SERVICES  
 LOGAN CITY COUNCIL  
 PO BOX 3226,  
 LOGAN CITY DC QLD 4114  
 FOR ENQUIRIES  
 TEL: 07) 3412 5230  
 07) 3412 3412  
 FAX: 07) 3412 3444  
 E-MAIL council@logan.qld.gov.au



## Direct Debit Drawing Arrangement

<b>Section 4 – Drawing Arrangement</b>		
I/We request that you debit my/our account in accordance with one of the following periodic provisions:		
Amount to be debited:	<div style="border: 1px solid black; width: 100px; height: 30px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px;">\$</span> </div>	<i>(Minimum \$50.00)</i>
First drawing date:	<div style="border: 1px solid black; width: 100px; height: 30px; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 24px;">/ /</span>  <small>(THURSDAY)</small> </div>	<i>(Allow 5 working days prior to the next scheduled drawing date)</i>
Frequency of debit:	<input type="checkbox"/> <b>Weekly</b> <input type="checkbox"/> <b>Fortnightly</b> <input type="checkbox"/> <b>Monthly</b>	<i>Thursday</i> <i>Thursday</i> <i>3<sup>rd</sup> Thursday</i>
<b>OR</b>		
Debited once per rating quarter:	<input type="checkbox"/> <b>Quarterly</b>	<i>Net amount due deducted in full on the due date</i>

### IMPORTANT NOTES

- Arrears of Rates - It should be noted that the weekly, fortnightly and monthly payment option does not constitute a payment agreement. **Please contact Rates Recoveries on (07) 3412 5959.**
- It is your responsibility to ensure that weekly, fortnightly and monthly amounts and or frequency are sufficient to ensure discount is granted on the due date. *Additional payment/s using another payment method may be required if the nominated debit amount and/or frequency does not satisfy the amount due on or before the due date.*
- Payments made after the '**Rate Notice data is processed as at**' date printed on the rate notice are not included in calculating the amount due.
- Discount will not be granted if insufficient funds are received by Council on discount date.
- If your drawing is returned unsatisfied by your financial institution on three (3) occasions, Council will cancel the arrangement.

## Customer Service Agreement

### Section 5 – Our Commitment to You

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between *Logan City Council user ID 009760* and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

## INITIAL TERMS OF THE ARRANGEMENT

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for payment of Rates and/or Charges due to Council.

## DRAWING ARRANGEMENTS

- The first drawing under this Direct Debit arrangement will occur on a nominated day.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangement are made. This notice will state changes to the initial terms.
- If you wish to discuss any changes to the initial terms you may contact Council by the following means
  - by mail - The Chief Executive Officer  
Logan City Council  
PO Box 3226  
LOGAN CITY DC QLD 4114
  - by phone - Council's Finance Branch on (07) 3412 5056
  - by e-mail - [council@logan.qld.gov.au](mailto:council@logan.qld.gov.au)

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## Section 6 - Your Commitment to Us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- on the drawing date there are sufficient cleared funds in the nominated account; and
- you advise us if the nominated account is transferred or closed; and
- you advise us if you have sold the property to ensure that a scheduled direct debit payments does not:
  - a) invalidate rate adjustments calculated by your solicitor for settlement.
  - b) continue after the date of settlement of the property.
- you reconcile your rate notice and where future scheduled direct debit payments do not satisfy the amount due on or before the due date, that you provide sufficient additional payment using another payment method to ensure that discount is granted.

If your drawing is returned unsatisfied by your financial institution, the amount will be reinstated to your rate assessment with any discount applicable being forfeited.

**In accordance with Councils' Regulatory Fees you will be notified of this action in writing and subsequently issued with a Tax Invoice (*Administration Fee*) for each failed attempted direct debit transaction.**

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## Section 7 – Your Rights

### CHANGES TO THE ARRANGEMENT

If you wish to make changes to the drawing arrangements you are required to advise Council in writing. These changes may include:

- deferring the drawing; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

If you wish to change your bank account details you will be required to complete a new DDR (Direct Debit Request Form).

### ENQUIRIES

Direct all enquiries to us, rather than to your financial institution, and these should be made at least **5 working days** prior to the next scheduled drawing date. All communication addressed to us should include your Rate Assessment Number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing from your nominated account.

### DISPUTES

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by calling Council's Finance Branch on (07) 3412 5056.

If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- 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)

*Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*