

# Direct Debit Request Form

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**Privacy collection notice:** Logan City Council is collecting your personal, property and financial details in order to process your authorised arrangement for funds to be debited from your nominated bank account. The information will only be accessed by employees of Logan City Council for Council related business activities only. Some of this information may be given to the relevant financial institution for the purpose of this process. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

## Section 1 – Applicant details

I / we authorise and request you, Logan City Council, user ID 009760, until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my / our cheque or savings account at the financial institution shown below as instructed by me / us or any other amounts as instructed or authorised to be debited in line with the terms and conditions of the Direct Debit Service Agreement (DDRSA) as amended from time to time.

Applicant(s):

Mailing address:

Postcode:  Landline:

Mobile:  Email address:

## Section 2 – Property details (Please note a separate form is required per property)

Assessment Number: *(Located on your Council Rates Notice)*

Property Owner(s):

Property Address:

## Section 3 – Financial details (If debiting from a joint bank account, both signatures are required).

Name of Account Holder(s):

Name of Australian Financial Institution:

Branch of Financial Institution:

BSB Number:  Account Number:

Signature:

Date:

Signature:

Date:

## Direct Debit Request Service Agreement

### Section 4 – Drawing Arrangement

I / we request that you debit my / our account in accordance with one of the following periodic provisions:

**Option 1:**  Quarterly, outstanding balance debited once per quarter on due date

**Option 2:**  Frequency of debit (debited on a **Thursday only**).

Amount to be debited:   
(minimum \$40.00)

Nominated commencement date: (Allow five working days prior to the commencement)

#### Select the frequency of debit:

- Weekly, Thursday
- Fortnightly, Thursday
- Monthly, 3rd Thursday of the month

#### 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 to discuss arrears or payment agreements.
- 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.
- Direct Debit 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.
- Two requests to change this drawing arrangement are permitted in a 12-month period. Council, at its discretion, reserves the right to terminate this facility if more changes are requested.

- If your drawing is returned unsatisfied by your financial institution on two occasions, Council will cancel the arrangement and you will be unable to use direct debit as a payment method in the future.

## 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 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 are uncertain to when the direct debit will be processed to your account, please contact Council to discuss this.
- Council may send rate notices either electronically to your email address or by ordinary post to the address you have given us.
- Any notice will be deemed to have been received on the third banking day after emailing or posting.
- If you wish to cancel a Direct Debit Request with Logan City Council, you can send council a written confirmation through mail or by email.
- If you wish to defer any Direct Item or discuss any changes to the initial terms with Logan City Council you can contact us, by the following means:

**Mail:** Logan City Council, PO Box 3226, Logan City DC Qld 4114

**Phone:** 07 3412 5230

**Email:** [council@logan.qld.gov.au](mailto:council@logan.qld.gov.au)

## Section 6 – Your Commitment to Us

You should be aware that:

- Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts.
- If you are uncertain, please confirm this with your Financial Institution before completing the Direct Debit Agreement.

- You should check your Account details (including your Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution.

It is your responsibility to make sure that:

- your nominated account can accept direct debits (your financial institution can confirm this)
- on the drawing date there are sufficient cleared funds in the nominated account
- you advise us if the nominated account is transferred or closed
- you advise us if you have sold the property to ensure that a scheduled direct debit payments do not:
  - invalidate rate adjustments calculated by your solicitor for settlement, or
  - 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.

Please note that there may be bank fees applied to your bank account by your Financial Institution in the event your Direct Debit is returned due to insufficient funds.

There may also be bank fees applied to your bank account by your Financial Institution in the event your Direct Debit is returned and your account is overdrawn.

## Section 7 – Your Rights

### Changes to the Arrangement

Two requests to change this drawing arrangement are permitted in a 12-month period. Council, at its discretion, reserves the right to terminate this facility if more changes are requested.

If you wish to make changes to the drawing arrangements, you are required to advise Council in writing at least five working days prior to the next scheduled drawing date. These changes may include:

- deferring the drawing
- cancelling the DDR completely.
- to change your bank account details you will be required to complete a new (Direct Debit Request Form).

### Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least five 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, or in the event of a claim or relating to an alleged incorrect or wrongful debit.

## Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by calling us on 07 3412 5230 to discuss further.

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)

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

**RESET**