



Rates Direct Debit Request

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Approved Date: **2 Mar 2021**

Burnie City Council

PO Box 973, Burnie TAS 7320

P 03 6430 5700

E burnie@burnie.net

Customers' Authority

Name of Customer(s) giving the Direct Debit Request:
I/We,

Name of Debit User: APCA User ID Number
Authorise you **Burnie City Council** **069250**

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 Systems (BECS).

This authorisation is to remain in force in accordance with the terms described in the *Service Agreement*

Signature	<input type="text"/>	Date	<input type="text"/>
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Signature	<input type="text"/>	Date	<input type="text"/>
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Details of the Account to be Debited (All details must be supplied)

I/We request that you debit my/our account in accordance with our Agreement

Name of Financial Institution	<input type="text"/>	BSB	<input type="text"/>
Account Name	<input type="text"/>	Account Number	<input type="text"/>

Debiting Details

Frequency of debit (please tick one)	<input type="checkbox"/> Last Day Monthly	<input type="checkbox"/> Rates Instalment Dates	<input type="checkbox"/> Payment in Full
Maximum amount to be debited \$	<input type="text"/>		
First Payment Date	<input type="text"/>	Last Payment Date	<input type="text"/>

Payment Details

The payment is for Property Address	<input type="text"/>
Identified by Property ID Number	<input type="text"/>

I/We authorise the following:

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

Signed by the Customer(s)

Office Use Only	
Rates Updated Date:	<input type="text"/>
Processed by:	<input type="text"/>
Date Processed:	<input type="text"/>
File to 28/6/5:	<input type="text"/>
Alternatively Within:	PID

Privacy Statement

1. Council is committed to upholding your right to privacy. 2. Personal information collected by Burnie City Council is used in the provision of services. 3. Information collected will be retained confidentially and disposed of in accordance with requirements of the Personal Information Protection Act 2004. 4. You have the right to access your own personal information on request.

Direct Debit Request Service Agreement

1. Debiting details as completed in the Direct Debit Request form.
2. The customer will be advised 14 days in advance of any changes to the Direct Debit arrangements;
3. For all matters relating to the Direct Debit arrangements, the Customer will need to:
 - Call our Rates Officer on (03) 6430 5738 or Visit the Burnie City Council 80 Wilson St Burnie.
and/or
 - Send written correspondence to our address, PO Box 973, Burnie outlining the request/issue
and/or
 - Allow for 14 days for the amendments to take effect.
4. The Customer should be aware that:
 - a Direct debiting through BECS is not available on all accounts; and
 - b Account details should be checked against a recent statement from its Financial Institution, If you are in any doubt, you should check with your Ledger Financial Institution before completing the drawing authority.
5. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
6. *If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the Customer is in any doubt, please refer to the Point 3 for further clarifications.*
7. For returned unpaid transactions, the following procedures or policy will apply:
 - If more than two (2) consecutives payments returned. Direct debit will be cancelled.
8. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

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