



Direct Debit Request and/or Amendment/Cancellation Form

Purpose of Form: This form will be used to process your new application/amend existing details of your direct debit, or to hold/cancel your direct debit.

DATES FOR FREQUENCY:

Fortnightly – Refer to Council’s Direct Debit Calendar (third page) to determine the next fortnightly direct debit date.

Half Yearly – The net amount, as per each half-yearly rate notice, will be debited on the Tuesday immediately prior to the discount date.

Application Type: New application Amendment Cancellation Hold

NAME:	
REFERENCE NUMBER:	
LOT AND PLAN NUMBER:	
PROPERTY ADDRESS:	
CONTACT NUMBER/S:	
EMAIL:	

Direct Debit Option/s: For New Applications/Amendments (select)

Fortnightly Half Yearly

ACCOUNT INFORMATION

ACCOUNT INFORMATION											
FINANCIAL INSTITUTION											
ACCOUNT HOLDER/S NAME/S											
BSB NUMBER				—							
ACCOUNT NUMBER											
	Please note: account numbers with letters are not valid – consult with your bank.										
AMOUNT (for fortnightly option)	\$ _____										
DATE OF FIRST DEDUCTION (refer direct debit calendar)	__/__/__										
HOLD DATE	EFFECTIVE FROM	__/__/__				TO RESUME	__/__/__				

Please note: Account must be cheque or savings account only. Credit cards cannot be accepted for direct debits to Gympie Regional Council.

Customer Summary:

I/we authorise Gympie Regional Council to arrange for funds to be debited from my/our account at the financial institution identified above.

Please note: If your Direct Debit is dishonoured, Council will apply a \$27.00 administration fee to your account. Your direct debit arrangement will be cancelled if on **two** attempts to debit the account there are insufficient funds available – please refer to the Direct Debit Service Agreement (DDRSA) Page 2 for further terms and conditions. A Direct Debit agreement will automatically be cancelled when Council receives a Property Search, which indicates the property is being sold.

I/we acknowledge that I/we have read and understood the Direct Debit request form (CSF365), and the Direct Debit Request Service Agreement (page 2).

Signature

Signature

Date



Direct Debit Request Service Agreement (DDRSA)

1. By signing the Direct Debit Request, you authorise us to arrange for funds to be debited from your Account in accordance with the Agreement.
 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 Council's Contact Centre on 1300 307 800 **and/or**
 - Visit Council's Offices at:
Town Hall, 2 Caledonian Hill, Gympie, or
26 Bligh Street, Kilkivan **and/or**
 - Send written correspondence to:
Gympie Regional Council
PO Box 155, Gympie Qld 4570 **and**
Allow 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 their Financial Institution.

If you are in any doubt, you should check with your Financial Institution before completing the drawing authority.
 5. It is your responsibility to ensure that:
 - sufficient cleared funds are in the nominated debiting account when the payments are to be drawn;
 - The authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
 - Suitable arrangements are made if the direct debit is cancelled by yourself, your Financial Institution or for any other reason.
 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 Point 3 for further clarifications.
 7. For returned unpaid transactions, the following procedures or policy will apply:
 - The customer shall be advised in writing at the earliest convenience that the Direct Debit transaction has failed.
 - If on two attempts to debit a customer's account there are insufficient funds available, the Direct Debit Service Agreement shall be cancelled. **Once cancelled customers will no longer have access to Councils Direct Debit service.**
- Fees and charges (if applicable):
- In the event of a failed returned response, Gympie Regional Council will debit the customer account for the amount of the Direct Debit Failed Response Fee as per Council's Fees and Charges (CSI100).
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
 9. **It should be noted that an authorisation for regular deductions by direct debit as a payment option is not considered to be an approved payment arrangement, should rates not be paid in full by the due date of the current rate notice period. To make a formal payment arrangement please contact Council**
 10. If any provision of this DDRSA is found to be illegal, void of unenforceable for unfairness or any other reason, the remaining provisions of this DDRSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed



Direct Debit Calendar 2020

Direct debits from your cheque or savings account can be made fortnightly and/or half yearly.

Fortnightly direct debit dates are highlighted on the calendar below, and only these Thursday dates should be nominated when completing Council's Direct Debit Request form (CSF365).

Half yearly direct debits will be deducted from your selected account each Tuesday before discount day; this date will be confirmed on your half yearly rate notice.

JANUARY 2020

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY 2020

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

MARCH 2020

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL 2020

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY 2020

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE 2020

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY 2020

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST 2020

M	T	W	T	F	S	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER 2020

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER 2020

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

NOVEMBER 2020

M	T	W	T	F	S	S
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

DECEMBER 2020

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			