

## Direct Debit Request

**Customer Authority** I/We would like to apply to pay my/our rates by direct debit as follows:  
(Please tick appropriate box)

- Half Yearly Direct Debit**  *The net amount, as per each half-yearly rate notice, will be debited on the Tuesday immediately prior to the discount date.*
- Fortnightly, with Half Yearly Direct Debit**  *Nominate a regular fortnightly amount, and the balance remaining on each half-yearly rate notice, will be debited on the last fortnightly direct debit date, immediately prior to the discount date.*
- Fortnightly Direct Debit**  *Nominate a regular fortnightly amount.*



Amount of fortnightly instalment \$ \_\_\_\_\_

Date of first deduction / /

**Click here to view Council's Direct Debit calendar (CSI367) and find out the next fortnightly direct debit date.**

**Please phone Council's Contact Centre on 1300 307 800 for any amendments, or should you wish to cancel your direct debit. Council requires 48 hours notice for any changes to take effect.**

I/We authorise and request you, Gympie Regional Council, APCA User ID Number 208176, to arrange for the below amount to be debited through the Bulk Electronic Clearing System (BECS) from my/our nominated account at the financial institution shown below. For this purpose, I/We submit the following details:

**Ratepayer Details:**

Name:	
Postal Address:	
Contact Phone Number/s:	
Email:	

**Property Details:**

Reference Number:	
Property Address:	

**Details of the Account to be Debited:**  
(All details must be supplied)

Name of Financial Institution:	
Name on Account:	
Branch Name:	

BSB Number

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Account number

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**Signed by Account Holder(s):**

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**Dated:** \_\_\_\_\_ (date) \_\_\_\_\_ (month), \_\_\_\_\_ (year)

PRIVACY STATEMENT: Gympie Regional Council collects personal information where it is directly related to a function or activity of Council and where the collection of such information may be reasonably considered as necessary for that purpose. It will only use personal information for that purpose, and will not disclose it, except as permitted under the Information Privacy Act 2009.

## 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 customers account there are insufficient funds available, the Direct Debit Service Agreement shall be cancelled.
- 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. 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.