

# **CUSTOMER DDR SERVICE AGREEMENT**

## **OUR COMMITMENT TO YOU**

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

\*Any information supplied to us by you will remain strictly confidential.

## **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 Council Rates and Charges.

## **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 any changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Council on (03) 6491 2500 or by e-mail [council@kentish.tas.gov.au](mailto:council@kentish.tas.gov.au).

## **YOUR RIGHTS**

- The direct debit arrangement is designed to ensure that all rates and charges which you owe to the Council will be paid on or before 30 June in any financial year.

## **CHANGES TO THE ARRANGEMENT**

If you want to make changes to the drawing arrangements, please advise Council in writing 7 days prior to the next scheduled drawing date. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely.

## **ENQUIRIES**

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 10 working days prior to the next scheduled drawing date. All communication addressed to us should include your full name, address and property identification number.

## **DISPUTES**

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our office on (03) 6491 2500 during business hours.
- 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).
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

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

## **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
- That on the drawing date there are sufficient funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution more than three consecutive times your direct debit will be cancelled and the debt will be lodged with a collection agency. Any transaction fees payable by us in respect of the above will be added to the total amount owing to us.

## **INTEREST AND PENALTY CHARGES**

Interest will be charged at a daily rate of 0.0274% per day on any outstanding amounts that are not paid by the due date. For example, if an installment is due on the 31<sup>st</sup> August but is not paid by that date in full then interest will be charged on outstanding amounts until that installment is paid in full.

# DIRECT DEBIT REQUEST

By signing this form I/We acknowledge that I/We have carefully read, understand and accept the conditions referred to in the Direct Debit Request Service Agreement to which this application is attached.

I/We request Kentish Council to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

<b>Name</b>	
<b>Address</b>	
<b>Property ID</b>	
<b>Name and Branch of Financial Institution</b>	
<b>BSB No.</b>	
<b>Account No</b>	
<b>Account Name</b>	

Commencing on (insert date)     /     /

Please debit \$ \_\_\_\_\_ from the above account each:

Week      Fortnight      Month      Other \_\_\_\_\_

Ending on (insert date)     /     /      Indefinitely

**Signature(s)** .....

**(Both to sign if joint account)**

**Date**

# DIRECT DEBIT CHANGE OF DETAILS OR CANCELLATION NOTIFICATION REQUEST

## APPLICANTS DETAILS

PID NUMBER .....

Surname  
Given names  
Property Address


## NEW BANK ACCOUNT DETAILS

Title of Account  
BSB Number  
Account Number  
Bank  
Branch


**OR**

## ALTERATION TO DRAWING AMOUNT

Date Commencing  
Amount


**OR**

## CANCELLATION OF AGREEMENT

Cancel Agreement commencing \_\_\_\_\_

Signed

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Date

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