

## DIRECT DEBIT REQUEST

**CUSTOMER'S AUTHORITY**

Name of Customer(s) giving the Direct Debit Request

I/We

Authorise the

CITY OF BUNBURY

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 System (BECS).

Name of Financial Institution

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

Account Name

BSB Number

Account Number

Property Address

The payment is for rates on

Assessment Number

Identified by

**1. Payment Details:**

**Amount to be debited:**

\$

*(Balance to be finalised by 15/3/2023)*

**Frequency of debit:**

*(Please tick the frequency)*

Weekly (Thursday)

Fortnightly (Thursday)

Monthly (15<sup>th</sup> of each month)

**Start date of direct debit:**

**2. Once the rates are paid in full the direct debit will be cancelled. If you wish to continue the direct debit to allow your account to be in credit please indicate below;**

**Continue with the Direct Debit until I advise the City of Bunbury in writing to cancel.**

**3. Customer Contact Phone Number:**

*I/We authorise the following:*

- *The City of Bunbury to verify the details of the above mentioned account with my/our Financial Institution.*
- *The Financial Institution to release information allowing the City of Bunbury to verify the above details.*
- *This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement. (See reverse)*

Signature

Date

Signature

Date

## Direct Debit Request Service Agreement

1. The Customer will be advised 14 days in advance of any changes to the Direct Debit arrangements.
2. For all matters relating to the Direct Debit arrangements, the Customer will need to:
  - Call the Rates Team on (08) 9792 7243 and/or
  - Visit the City of Bunbury Customer Service Centre at 4 Stephen Street, Bunbury and/or
  - Send written correspondence to City of Bunbury, PO Box 21, BUNBURY WA 6231 and
  - Allow 5 working days for the amendments to take effect.
3. The Customer should be aware that:
  - a) Direct Debiting is not available on all accounts and
  - b) Your account details should be checked against a recent statement from your Financial Institution.  
If you are in doubt, please check with your Financial Institution before completing this drawing authority.
4. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payment is to be drawn.
5. 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.
6. For returned unpaid transactions, the following procedures or policy will apply:
  - Telephone or SMS contact will be made advising of the default payment
  - A letter will be issued after two default payments, requesting full payment of the defaulted amount. If the defaulted amount is not paid, the direct debit may be cancelled.
7. Fees and charges:
  - \$32.00 Administration fee will be debited to your account on receipt of your application (excludes eligible pensioners).
  - All Direct Debit arrangements will continue to accrue late payment interest charges until the account is finalised. (excludes eligible pensioners)
  - \$2.50 bank charge per rejected transaction.
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.