

DIRECT DEBIT SERVICE AGREEMENT

FORTNIGHTLY OR INSTALMENT– RATES FORTNIGHTLY OR MONTHLY - DEBTORS

1. This agreement is between the Direct Debit User (Kyogle Council) and you (the customer). All notices for rates and charges will continue to be issued in accordance with the provisions of Section 546 of the Local Government Act 1993.
2. Council will provide a minimum of seven (7) days notice to change the terms of this agreement – except when two consecutive Direct Debit transactions have dishonored resulting in the immediate termination of this agreement.
3. A copy of your Direct Debit Request will be made available to you upon your written request.
4. Requests to defer debits, alter debit arrangements stop or cancel your Direct Debit Request, refer Item 13. You should allow seven (7) days for the amendments to take effect.
5. Any disputed transaction should be referred to Council. An explanation will be supplied within seven (7) working days. Refer Item 13.
6. Any debit due to be drawn on a non-business day will be drawn on the next business day.
7. It is the responsibility of the customer to ensure that the nominated account can accept Direct Debits, and to advise Council if the nominated drawing account is altered, transferred or closed.
8. It is the responsibility of the customer to ensure that CLEAR funds are available in the account on any due date.
9. Any debit which is dishonored will be reversed from the Customers nominated Council account and a fee as per Councils Management Plan applied to the nominated account.
10. Council reserves the right to terminate any direct debit arrangement at any time if drawings are returned unpaid by your financial institution.
11. It is the responsibility of the customer to ensure that the direct debit amount is sufficient to cover the rates and charges by the due dates. Any overdue amount will attract interest as per Council's Management Plan.
12. Your records and account details will be kept private and confidential and will be disclosed only at your request or that of your financial institution in connection with a claim made to an alleged incorrect or wrongful debit, or otherwise as required by law.
13. All enquiries regarding this Direct Debit Request are to be referred to Councils Revenue Department by phoning 02 6632 1611 between 8.30am and 4.00pm Monday to Friday.