

# Rates Direct Debit Request

## Customer Authority

I/We

(Name of Ratepayer/s giving consent for the Direct Debit) authorise Launceston City Council, APCA User ID Number 303174, 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).

This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement.

Signature  Date

Signature  Date

Contact No. H/B  Mobile

Email

Would you like future rates notices for your property to be emailed? Yes  No

---

## Details of the Account to be Debited (all details must be provided - credit cards not accepted)

Name of the Financial Institution:

Account Name:

BSB Number:

Account Number:

---

## Payment Details

The payment is for Rates identified by Account No.  for

Property Address

I/We request that you debit my/our account in accordance with our Agreement and subject to one or more of the following conditions:

Amount to be debited:  \$ (leave blank if selecting instalment due)

Frequency of debit: Fortnightly / Instalment Due\* / Annual\*\* (please circle one)

First payment date:  (Thursdays only)

\* If you opt for instalment due, payments will be taken out of your account the Thursday prior to the due date.

\*\* If you opt for Annual, then one payment for the Annual Rates will be drawn on the Thursday prior to the August instalment due date.

**Personal Information Protection Statement**

As required under the *Personal Information Protection Act 2004*

1.	Personal information is managed in accordance with the <i>Personal Information Protection Act 2004</i> and may be accessed by the individual to whom it relates, on request to Launceston City Council.
2.	Information can be used for other purposes permitted by the Local Government Act 1993 and regulations made by or under that Act, and, if necessary, may be disclosed to other public sector bodies, agents or contractors of Launceston City Council, in accordance with Council's Personal Information Protection Policy (17-Plx-005).
3.	Failure to provide this information may result in your application not being able to be accepted or processed.

<b>File No.</b>					
<b>EO</b>		<b>OD</b>		<b>Box</b>	
<b>Doc. No.</b>					
<b>Action Officer</b>			<b>Date Received</b>		
<b>P Moolenschot</b>					

## Direct Debit Service Level Agreement

The Council will recalculate direct debit arrangements every July to ensure rates will be paid by the due dates. All direct debits are recurring unless a final payment date is specified on the direct debit request form.

1. The customer will be advised 14 days in advance of any changes to the Direct Debit arrangement.
2. For all matters relating to the Direct Debit arrangements, the Customer will need to:
  - Call the Rates Department on (03) 6323 3186;
  - or**
  - Visit the Town Hall Customer Service Centre in St John Street Launceston;
  - or**
  - Send written correspondence to Launceston City Council PO Box 396, Launceston TAS 7250;
  - or**
  - Email [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au);
  - and**
  - Allow 7 working days for the amendments to take effect.
3. The Customer should be aware that:
  - Direct debiting through BECS is not available on all accounts; and
  - Account details should be checked against a recent statement from its Financial Institution. If you are in doubt, you should check with your Financial Institution before completing the drawing authority.
4. It is your responsibility to ensure that sufficient cleared funds are in the nominated debiting account when the payments are 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 working day before. If the Customer is in any doubt, please contact the Council (refer to Point 2 for further clarification).
6. For returned unpaid transactions, the following procedures or policy will apply:
  - The scheduled payment against your Rates account will be reversed.
  - You will need to make alternative arrangements to pay the missed transaction.
  - If you have two consecutive returned unpaid transactions your direct debit agreement will be cancelled.

Fees and charges (if applicable):

- A dishonour fee may be added to your Rates account.

7. *You* may change\*, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen (**14 days**) notification by writing to the Launceston City Council **or** arranging it through your own financial institution, which is required to act promptly on your instructions.

\*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising the Launceston City Council your new account details.

8. If you believe that there has been an error in debiting *your account*, you should notify us directly on (03) 6323 3186 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.
- If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
  - If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

In accordance with Section 128 of the Local Government Act 1993, Interest and Penalty will be charged on rates which are overdue. However, in accordance with Council Policy 23-PI-006, Interest and Penalty will be waived if a direct debit arrangement is in place and rates are paid in full by 30 June of the current rating year.

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.

### **PURPOSE**

The application form is for ratepayers who would like to request to enter into a direct debit arrangement to pay their rates.

### **SCOPE**

The application form applies to any ratepayer who would like to pay their rates as direct debit from their nominated bank account. Requesting ratepayers will need to enter into a payment arrangement to ensure an appropriate amount has been calculated and mutually agreed to. The arrangement is to be valid for no more than one year without being reviewed.

Council's bank, NAB, has minimum requirements in term of fields, text and information to be included on this form. In reviewing this form any changes must be also be approved by the NAB to ensure that the minimum requirements are maintained.

### **RELATED POLICIES & PROCEDURES**

[23-PI-001 Debt Collection - Rates and Charges Policy](#)