

Office:
Date:/...../.....
Time:
Name:

Direct Debit Request

Request and Authority to debit the account named below to pay Gladstone Regional Council ABN 27 330 979 106

New Request OR Amendment Request

Request and Authority to debit	Surname or Company Name	
	Given Names ("you")	
Request and authorise Gladstone Regional Council (User ID 067855) to process the amount detailed below through the Bulk Electronic Clearing System from your account held at the Financial Institution below subject to the terms and conditions of the Direct Debit request Service Agreement and further instruction that may be provided below.		
Name of Financial Institution that holds the Account	Financial Institution Name	
	Financial Institution Address	
Account Details to be debited	Account Name: _____	
	BSB No: _____ - _____ (6 Digits Only)	
	Account Number: _____ (Maximum 9 Digits)	
Direct Debits cannot be processed to Credit or Debit Cards		
Debit Information This section must be completed	CHOOSE ONE OPTION ONLY:	
	<input type="checkbox"/> A lump sum debit for the FULL amount of rates/water owing may be made on the due date advised on the notice OR <input type="checkbox"/> The amount to be debited on the 21 st day of each month is: \$_____ to commence on 21 st _____	
Payment of Rates by Instalments	<input type="checkbox"/> I / We request the direct debit amount be adjusted in August of each year to pay the balance of the current levy by 30 June each year. This will constitute a formal rate instalment plan with Council.	
Property Details	Rate Assessment Number _____	
	Property Address _____	
Signature and address of account holder	1 st Account Signature _____ Date _____	
	2 nd Account Signature _____ Date _____	
	(If required) If signing for an organization, sign & print full name and capacity for signing eg. Director, Partner etc	
	Electronic Signatures will NOT be accepted	
	Postal Address	
	Phone	Email
Acknowledgement	By signing this Direct Debit Request you acknowledge having read this and that you understand the terms and conditions under which debit arrangements are made between you and Gladstone Regional Council as laid down in this Direct Debit Request and in your Direct Debit Request Service Agreement.	

Direct Debit Request Service Agreement	
Definitions	<p>Account means the account held at your financial institution from which you have authorized funds to be debited</p> <p>Agreement means this Direct Debit Request Service Agreement between you and Gladstone Regional Council</p> <p>Business day means a day other than a Saturday or Sunday or a national public holiday</p> <p>Debit day means the day that payment by you to us is due</p> <p>Debit payment means a particular transaction where a debit is made</p> <p>Direct Debit Request means the Direct Debit Request between you and Gladstone Regional Council (and includes any form PD-C approved for us in the transitional period)</p> <p>Us or we means Gladstone Regional Council</p> <p>You means the customer who signed the Direct Debit Request</p> <p>Your financial institution is the financial institution where you hold the account that you have authorized us to arrange to debit</p>
Debiting your account	<p>By signing a Direct Debit Request you have authorized us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between us and you. We will only arrange for funds to be debited from your account as authorized in the Direct Debit Request. If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.</p>
Changes by us	<p>We may vary any details of this Agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.</p>
Changes by you	<p>If you wish to defer or alter a payment, you must notify us in writing at least seven (7) business days before the next debit day.</p> <p>You may stop or cancel your authority for us to debit your account at any time by giving us seven (7) business days notice in writing before the next debit day. Stops or cancellations may be directed to your financial institution or to Council.</p> <p>You may change the arrangement (but not stop, defer or cancel) under a Direct Debit Request by notifying us in writing at least 7 days prior to the payment date.</p>
Your obligations	<p>It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.</p> <p>If there are insufficient funds in your account to meet a debit payment:</p> <ul style="list-style-type: none"> • you may be charged a fee and/or interest by your financial institution • you will also incur fees or charges imposed or incurred by us and • you must arrange for the debit payment to be made by another method and ensure that sufficient clear funds are in your account so that we can process the next debit payment <p>You should check your account statement to verify that the amounts debited from your account are correct.</p>
Disputes	<p>If you believe that there has been an error in debiting your account, you should notify us directly on 07 4974 6212 and confirm that notice in writing with us as soon as possible so that we can resolve your query promptly. If we conclude, as a result of our investigations, that your account has been incorrectly debited, we will request your financial institution to adjust (including interest & charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.</p> <p>If we conclude, as a result of our investigations, that your account has not been incorrectly debited we will provide you with reasons and any evidence for this finding.</p> <p>Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.</p>
Accounts	<p>You should check</p> <ul style="list-style-type: none"> • with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions; • your account details which you have provided to us are correct by checking them against a recent account statement; and • with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.
Confidentiality	<p>We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorized use, modification, reproduction or disclosure of that information.</p> <p>We will only disclose information that we have about you</p> <ul style="list-style-type: none"> • to the extent specifically required by law, or • for the purpose of this Agreement (including disclosing information in connection with any query or claim)
Notice	<p>If you wish to notify us in writing about anything relating to this Agreement you should write to Gladstone Regional Council PO Box 29, Gladstone Qld 4680, or alternatively email your request to info@gladstone.qld.gov.au</p> <p>We may send notices either electronically to your email address or by ordinary post to the address you have given us. Any notice will be deemed to have been received on the third banking day after emailing or posting.</p>
Privacy	<p>The Gladstone Regional Council is collecting your personal information to process direct debits from your bank account for payments to Gladstone Regional Council. The information will be only accessed by authorised council employees. Some information may be given to the institution nominated for the same purpose. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.</p>