



# Direct Debit Request

Please ensure all fields are filled in correctly and return to Council by either:

Email: [council@walcha.nsw.gov.au](mailto:council@walcha.nsw.gov.au)  
Mail: Walcha Council, PO Box 2 Walcha NSW 2354  
In person: 2W Hamilton St, Walcha, Monday-Friday 8:30am-5pm  
Telephone: 02 6774 2500

Office use only  
TRIM Ref:

## Your details

I/We:

Postal address:

Daytime Contact Number:  Email Address:

## Payment Details:

Select Debit Type: Rates:  Water:  Debtors:  Gym:

Frequency (Please circle)      Weekly      Fortnightly      Monthly      Quarterly      Annual

Amount: \$  Amount in words   
(The maximum amount to be debited at any one time)

Commence Date

## Details of the account to be debited

Name of financial institution:

Address of financial institution:

Account in name of:

BSB number:

Account number:

Cheque or saving accounts only - credit cards are NOT ACCEPTED

## Declaration

I/we have read and accept the terms and conditions set out in the Direct Debit Service Agreement. I/we authorise Walcha Council ID 222584 to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from the nominated Account as identified below.

Signature:

Date:

Signature:

Date:

Please note: If debiting from a joint bank account, all signatures are required. If a company, partnership or other organisation, an authorised signatory must sign and print their authority title.

The Privacy and Personal Information Act 1998 applies to personal information held, used and disclosed by Council. If you would like further information, please contact Council on 6774 2500. Privacy notification: The information requested in this form is being collected in order that your accounts may be debited in favour of Walcha Council. The information will be used by staff and the nominated institution for the purpose mentioned or a directly related purpose. The information is provided on a voluntary basis and you may apply to Council for access or amendment of the information at any time.

# Walcha Council Direct Debit Request Service Agreement

Please ensure you keep a copy of this agreement as it sets out the rights and obligations in providing us with your Direct Debit Application.

## 1 Debiting your account

1.1. By signing the Direct Debit Request you have authorised Walcha Council (User ID 222584) to arrange for funds to be debited from your nominated Account in accordance with the Agreement.

1.2. If the due date for payment falls on a day other than a Banking Business Day, the payment will be debited to your account on the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with Council. An instalment notice will still be issued to you approximately one month before each due date.

1.3. We will advise you 14 days advance notice if proposing to vary, suspend or cancel the direct debit terms.

1.4. Walcha Council reserves the right to cancel the direct debit if two consecutive drawings are dishonoured. An alternate payment method will then be required.

1.5. Weekly Gym membership Direct Debits will be deducted on a Wednesday.

## 2 Your obligation

2.1. 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.

2.2. You should check your account statement to verify that the amounts debited from your account are correct.

2.3. If there are insufficient clear funds in your account to meet a debit payment or should incorrect information have been provided to Council:

- a. Council will treat the payment as if it was never made
- b. You may incur fees or charges imposed or incurred by Walcha Council. This fee is in addition to any fee which may be applied by the account holder's financial institution
- c. You must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the payment.

2.4. You will advise Walcha Council of the cancellation of this authority should you wish to stop paying by this method, or on sale or transfer of the property from your possession, and will not hold Walcha Council responsible for any action arising from failure to do so.

2.5. If Walcha Council is liable to pay goods and services tax (GST) on a supply made in connection with this Agreement, then you agree to pay Walcha Council on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## 3 Account Variations and Disputes

3.1. To make changes to the Direct Debit Agreement relating to

the cancellation, alteration, deferring or suspension of drawing arrangements Contact Council in writing with at least ten (10) working days prior to the scheduled payment by:

- EMAIL: [council@walcha.nsw.gov.au](mailto:council@walcha.nsw.gov.au) or
- MAIL: Walcha Council

PO Box 2

Walcha NSW 2354

- or to discuss the request call (02) 6774 2500

3.2. If you believe that there has been an error in debiting your account, contact us directly as soon as possible on (02) 6774 2500 and confirm that notice in writing with us as above so that we can resolve your query more quickly.

## 4 Privacy

4.1. Any personal information submitted to Walcha Council will be dealt with according to the *Privacy & Personal Information Protection Act (1998)*, *Government Information Public Access Act (2009)* and the *Local Government Act (1993)*.

4.2. We will only disclose information that we have about you:

- a. To the extent specifically required by law; or
- b. For the purposes of this agreement (including disclosing information in connection with any query or claim).

## 5 Notice

5.1. You will continue to receive your notices/accounts by the method in which you have elected.

5.2. Any notice will be deemed to have been received five business days after it is posted/sent.

5.3. You will not receive a receipt. Your bank statement will show the payment has been made to Walcha Council.

5.4. If you wish to notify us in writing about anything relating to this Agreement, you should write to: Walcha Council, PO Box 2, Walcha NSW 2354

## Definitions

**account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**agreement** means this Direct Debit Request Service Agreement between you and Walcha Council.

**direct debit** request means the Direct Debit Request between Walcha Council (the Debit User) and you have authorised by requesting a Direct Debit Request.

**you** means the customer who has signed or authorised by other means the Direct Debit Request.

**your financial institution** means the financial institution nominated by you on the DDA at which the account is maintained.



02 6774 2500



[walcha.nsw.gov.au](http://walcha.nsw.gov.au)



WalchaCouncil