



Richmond Shire Council

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Website: <https://www.richmond.qld.gov.au/>

Office Use Only	
Received by:	
Direct Debit Amendment	<input type="checkbox"/>

Direct Debit Request & Direct Debit Agreement

Request and Authority to debit the account named below to pay Richmond Shire Council	
Request and Authority to debit	<p>Your Surname or company name _____</p> <p>Your Given names or ABN/ARBN _____ "you"</p> <p>Request and authorise Richmond Shire Council User ID 502568 to arrange, through its own financial institution, a debit to your nominated account any amount Richmond Shire Council, has deemed payable by <i>you</i>.</p> <p>This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from <i>your</i> account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.</p>
Insert the name and address of financial institution at which account is held	Financial institution name: _____
	Address: _____
Insert details of account to be debited	Name/s on account _____
	BSB number (Must be 6 Digits) _ _ _ _ - _ _ _ _
	Account number _ _ _ _ _ _ _ _ _ _ _ _ _ _
Acknowledgment	By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Richmond Shire Council as set out in this Request and in your Direct Debit Request Service Agreement.
Payment Details Enter the payment amount.	<p>The maximum amount to be debited at any one time is:</p> <p>\$ _____ / _____ (amount in words)</p> <p>and/or</p> <p>1. The first debit may be made on ___/___/20___ at weekly/fortnightly/monthly intervals after that.</p>

Notification of Change of Postal Address	Unit number/ street number/ street name	Assessment number	
	<input type="text"/>	<input type="text"/>	
	Suburb locality	State	Postcode
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Name of property owner/s	Contact number	
	<input type="text"/>	<input type="text"/>	
	Owners Occupied	Signature/s of property owner/s	
	Yes No	<input type="text"/>	
	<input type="checkbox"/> <input type="checkbox"/>		

Insert your signature and address	Signature _____ (If signing for a company, sign and print full name and capacity for signing eg. director)
	Address _____ _____
	Date ___ / ___ / ___

Second account signatory (if required)	Signature _____ (If signing for a company, sign and print full name and capacity for signing eg. director)
	Address _____ _____
	Date ___ / ___ / ___

Account Type <i>EG: Debtors/Rates</i>	
Account Reference <i>EG:A#/ Account Name</i>	
Other Relevant Info	

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with **Richmond Shire Council (ABN 47 039 843 844) & Direct Debit User ID 502568**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions	<p>account means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p>agreement means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p>banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by <i>you</i> to <i>us</i> 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 <i>us</i> and <i>you</i>.</p> <p>us or we means Richmond Shire Council, (the Debit User) <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p>you means the customer who has signed or authorised by other means the <i>Direct Debit Request</i>.</p> <p>your financial institution means the financial institution nominated by <i>you</i> on the DDR at which the <i>account</i> is maintained.</p>
1. Debiting your account	<p>1.1 By signing a <i>Direct Debit Request</i> or by providing <i>us</i> with a valid instruction, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. <i>You</i> should refer to the <i>Direct Debit Request</i> and this <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2 <i>We</i> will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p>or</p> <p><i>We</i> will only arrange for funds to be debited from <i>your account</i> if <i>we</i> have sent to the address nominated by <i>you</i> in the <i>Direct Debit Request</i>, a billing advice which specifies the amount payable by <i>you</i> to <i>us</i> and when it is due.</p> <p>1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, <i>we</i> may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p>
2. Amendments by us	<p>2.1 <i>We</i> can change or cancel your direct debit payment agreement.</p> <p><i>We'll</i> aim to provide you with at least: - 30 days' notice about cancellation or changes that will have a major negative impact on the majority of our customers who use direct debit - 14 days' notice for changes that may be detrimental (but not of major impact) to the majority of our customers who use direct debit - 3 days' notice (if possible) if changes are needed for legal or security reasons</p> <p>However, if the changes that benefit you or have no impact on you, then <i>we</i> won't provide you with advance notice. If <i>we</i> cancel this direct debit payment agreement because a payment is dishonoured or rejected, or <i>we</i> have reason to believe you've given <i>us</i> false information, <i>we'll</i> notify you.</p>
3. Amendments by you	<p>3.1 <i>You</i> may change*, stop or defer a debit payment, or terminate this agreement by providing <i>us</i> with at least fourteen (14 days) notification by writing to:</p> <p>The Chief Executive Officer Richmond Shire Council PO Box 18 Richmond Qld 4822</p> <p>or</p> <p>arranging it through your own financial institution, which is required to act promptly on your instructions.</p> <p>*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising <i>us</i>, Richmond Shire Council, your new account details.</p>
4. Your obligations	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your account</i> to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>:</p> <p>(a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;</p> <p>(b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and</p> <p>(c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that <i>we</i> can process the <i>debit payment</i>.</p> <p>4.3 <i>You</i> should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct</p>
5. Dispute	<p>5.1 If you believe that there has been an error in debiting <i>your account</i>, <i>you</i> should notify <i>us</i> directly on Richmond Shire Council contact details and confirm that notice in writing with <i>us</i> as soon as possible so that <i>we</i> can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.</p> <p>5.2 If <i>we</i> conclude as a result of our investigations that <i>your account</i> has been incorrectly debited <i>we</i> will respond to <i>your query</i> by arranging for <i>your financial institution</i> to adjust <i>your account</i> (including interest</p>

	<p>and charges) accordingly. We will also notify you in writing of the amount by which <i>your account</i> has been adjusted.</p> <p>5.3 If we conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited we will respond to <i>your</i> query by providing <i>you</i> with reasons and any evidence for this finding in writing.</p>
6. Accounts	<p>You should check:</p> <p>(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) <i>your</i> account details which <i>you</i> have provided to <i>us</i> are correct by checking them against a recent <i>account</i> statement; and</p> <p>(c) with <i>your financial institution</i> before completing the <i>Direct Debit Request</i> if <i>you</i> have any queries about how to complete the <i>Direct Debit Request</i>.</p>
7. Confidentiality	<p>7.1 We will keep any information (including <i>your account</i> details) in <i>your Direct Debit Request</i> confidential. We will make reasonable efforts to keep any such information that <i>we</i> have about <i>you</i> secure and to ensure that any of <i>our</i> employees or agents who have access to information about <i>you</i> do not make any unauthorised use, modification, reproduction or disclosure of that information.</p> <p>7.2 We will only disclose information that <i>we</i> have about <i>you</i>:</p> <p>(a) to the extent specifically required by law; or</p> <p>(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</p>
8. Notice	<p>8.1 If <i>you</i> wish to notify <i>us</i> in writing about anything relating to this <i>agreement</i>, <i>you</i> should write to:</p> <p>The Chief Executive Officer Richmond Shire Council PO Box 18 Richmond Qld 4822</p> <p>8.2 We will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>Direct Debit Request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the third <i>banking</i> day after posting.</p>