

# Service Agreement

This is your Direct Debit Service Agreement with Rural City of Wangaratta, User ID 083010, ABN 67 784 981 354. 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

**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 us.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia. **debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between us and you. **us or we** means **Rural City of Wangaratta**, (the Debit User) 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 DDR at which the account is maintained.

## 1. Debiting your account

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised 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.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request or we will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

## 2. Amendments by us

2.1 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.

## 3. Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least

7 days notification by writing to: **Rural City of Wangaratta, PO Box 238, Wangaratta VIC 3676**

or arranging it through your own financial institution, which is required to act promptly on your instructions.

## 4. Your obligations

4.1 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.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

- you may be charged a fee and/or interest by your financial institution;
- you may also incur fees or charges imposed or incurred by us; and
- 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 debit payment.

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

## 5 Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on **5722 0838** 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.

5.2 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.

5.3 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.

## 6. Accounts

You should check: (a) 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. (b) your account details which you have provided to us are correct by checking them against a recent account statement; and (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

## 7. Confidentiality

7.1 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 unauthorised use, modification, reproduction or disclosure of that information.

7.2 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).

## 8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to **Rural City of Wangaratta, PO Box 238, Wangaratta VIC 3676** attention Property & Revenue Coordinator.

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the fourth banking day after posting.

# ELECTRONIC RATE NOTICES

Prefer to receive your rate notices online?

Ratepayers now have the opportunity to receive their council rate notices electronically.

If you would find this type of notification more convenient and choose to register for this service, your rate and instalment notices will be emailed to you.

To register to receive your rate notices via email, please email [ratesmail@wangaratta.vic.gov.au](mailto:ratesmail@wangaratta.vic.gov.au) quoting your relevant Property Number/s.

Please note, if you choose not to register for this electronic delivery you will continue to receive your paper based notices.



62-68 Ovens Street  
WANGARATTA VIC 3677  
PO Box 238  
WANGARATTA VIC 3676  
Phone: 03 5722 0888  
Email: [council@wangaratta.vic.gov.au](mailto:council@wangaratta.vic.gov.au)



# DIRECT DEBIT



## AN EASY WAY TO PAY





# DIRECT DEBIT REQUEST

Institution Name:

Insert name and address of financial institution at which your account is held.

Institution Address:

City, State, Postcode:

I/We

Customer name(s) giving Direct Debit request

Postcode:

Customer residential address

Contact Telephone:

Authorise

**Rural City of Wangaratta**

with User ID number

**083010**

APCA User ID

To arrange for funds to be debited from my/our account, held with the Financial Institution identified above, as described in The Schedule below.

The payment is for:

**Council Rates and Charges**

Identified by Property Nos:

## THE SCHEDULE

### Details of account to be debited:

Account held in the name of:

Financial Institutions BSB:

Account Number:

(cheque or savings only)

Direct Debiting

A. Weekly

B. Fortnightly

Please check with your Financial Institution to ensure the account nominated will facilitate Direct Debiting.

C. Monthly

D. By 4 instalments

See attached Service Agreement clause 5.

Payment:

\$

(A, B, C only)

## DIRECT DEBIT REQUEST AUTHORISATION

I/We have read and understood the "Service Agreement" overleaf and acknowledge and agree to it. I/We request this agreement remain in force in accordance with The Schedule described above and in compliance with the "Service Agreement" overleaf.

Customer(s) Signature:

Date:

Date:

# PAY YOUR RATES BY DIRECT DEBIT

Welcome to the easy way to ensure your Council Rates are paid on time, every year. By using Rural City of Wangaratta Direct Debit to pay your rates, you will write less cheques and save time.

By completing the Direct Debit Authority form, you will nominate a suitable account with your Bank, Credit Union or Building Society (if you are not sure whether your account is suitable check with your financial institution). Your rates amount for the payment method nominated by you will be debited to your account on the due date. Direct debits are run each Friday.

Each year you will receive your Annual Notice which will tell you the due dates for the rate payments and the amount due. Council will debit your bank account in line with your previous arrangements.

You will not need to complete a fresh application each year unless you wish to change your payment method to a different method (e.g. instalments to fortnightly).

The Direct Debit Authority is an ongoing Authority.

*You can terminate this Direct Debit Authority at any time by advising Council in writing not less than 7 days before the next scheduled debit drawing.*

**Please send your application to  
Rural City of Wangaratta  
PO Box 238, WANGARATTA VIC 3676**