



Lithgow City Council

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LITHGOW NSW 2790

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ABN: 59 986 092 492

DIRECT DEBIT REQUEST

Request to establish Debit Authority in the Direct Debit System

Please tick Rates Water Rates & Water

NEW DEDUCTION or **CHANGE EXISTING**

I/We _____
Surname or Company Business Name Given Name/CAN Number

Property Address: _____

Postal Address: _____

Authorise Lithgow City Council (003119), until further notice in writing to arrange for funds to be debited from my/our bank account, at the Financial Institution identified and as described in the schedule below, any amounts which Lithgow City Council may debit or charge me/us through the Direct Debit System.

Payment amount – Rates \$

Property Number:

Payment amount – Water \$

Frequency of payment Weekly Instalment

**** Please note: fortnightly deduction is not available.**

Commencement Date

DETAILS OF ACCOUNT TO BE DEBITED

Financial Institution Name & Address: _____

Name on Account: _____ BSB No: _____

Bank Account No: _____

DIRECT DEBIT REQUEST AUTHORISATION

I/We have read the 'Customer Service Agreement' attached and acknowledge and agree with its terms and conditions. I/We request this arrangement in force in accordance with details set out in the Schedule described above and in compliance with the 'Customer Service Agreement'.

Customer(s) Name(s): _____

Customer(s) Signature(s): _____

Date: _____

Contact Phone Number: _____ Email: _____

PRIVACY & PERSONAL INFORMATION PROTECTION NOTICE

By completion of this form you may be providing Council with personal information. Council will collect the information only for a lawful purpose directly related to the function of Council. Information provided to Council may be used in conjunction with any of Council's business operations. We will take reasonable care not to disclose personal information. Exempt documents may come under the Government Information (Public Access) Act 2009.

Maintained by Dept:	Finance	Effective Date: September 2011	Review Date: September 2012
Version: 1			

DIRECT DEBIT REQUEST CUSTOMER SERVICE AGREEMENT

T:/Forms/Finance/Direct Debit Request Version1

LITHGOW CITY COUNCIL – OUR COMMITMENT TO YOU AS FOLLOWS:

- We will advise you by notice, statement or invoice of the drawings.
- Where the due date falls on a non-business day, we will draw the amount on the next business day.
- We will provide 14 days written notice of any proposed changes to your drawing agreement.
- We reserve the right to cancel the drawing arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid we will arrange with you an alternate payment method. A fee may apply for drawings that are returned unpaid.
- We will keep all information provided by you and details of your nominated account at the Financial Institution, private and confidential.
- We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

CUSTOMER COMMITMENT TO COUNCIL AS FOLLOWS:

- It is your responsibility to check with your Financial Institution prior to completing the Direct Debit Request, that direct debiting is available on that account.
- It is your responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the Financial Institution of the nominated account.
- It is your responsibility to ensure at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- It is your responsibility to advise Council if the account nominated by you, to receive the drawings is altered, transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, either by you or the nominated Financial Institution.
- It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to us as a result of returned drawings.

You may request to defer or alter the agreed drawing schedule, giving written notice to Council. Such notice should be received by Council at least 14 business days prior to the due date.

You may stop your individual debit by giving written notice to Council. Such notice should be received by Council at least 14 business days prior to the due date.

You may cancel the Direct Debit arrangement at any time by giving written notice to Council. Such notice should be received by Council at least 14 business days prior to the due date. Your nominated Financial Institution is unable to cancel your Direct Debit Arrangement.

All transactions disputes, queries and claims should be raised directly with Council. Council will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.

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