



# Rates Direct Debit Request

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**Burnie City Council**

PO Box 973, Burnie TAS  
7320

P 03 6430 5700

E burnie@burnie.tas.gov.au

## Customers' Authority

Name of Customer(s) giving the Direct Debit Request:

I/We,

Name of Debit User:

APCA User ID Number

Authorise you

to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing Systems (BECS).

This authorisation is to remain in force in accordance with the terms described in the *Service Agreement*

Signature

Date

Signature

Date

## Details of the Account to be Debited (All details must be supplied)

I/We request that you debit my/our account in accordance with our Agreement

Name of Financial Institution

BSB

\_\_\_\_ - \_\_\_\_

Account Name

Account Number

## Debiting Details

Frequency of debit *(please tick one)*

Last Day Monthly

Rates Instalment Dates

Payment in Full

Maximum amount to be debited \$

First Payment Date

Last Payment Date

Phone Number

## Payment Details

The payment is for Property Address

Identified by Property ID Number

Assessment Number

I/We authorise the following:

1. The Debit User to verify the details of the abovementioned account with my/our Financial Institution
2. The Financial Institution to release information allowing the Debit User to verify the abovementioned account details.

Signed by the Customer(s)

### Office Use Only

Rates Updated Date:

Processed by:

Date Processed:

File to 28/6/5:

Alternatively Within:

## Privacy Statement

1. Council is committed to upholding your right to privacy. 2. Personal information collected by Burnie City Council is used in the provision of services. 3. Information collected will be retained confidentially and disposed of in accordance with requirements of the Personal Information Protection Act 2004. 4. You have the right to access your own personal information on request.

## Direct Debit Request Service Agreement

1. Debiting details as completed in the Direct Debit Request form.
2. The customer will be advised 30 days in advance of any changes to the Direct Debit arrangements;
3. For all matters relating to the Direct Debit arrangements, the Customer will need to:
  - Call our Rates Officer on (03) 6430 5738 or Visit the Burnie City Council 80 Wilson St Burnie.  
**and/or**
  - Send written correspondence to our address, PO Box 973, Burnie outlining the request/issue  
**and/or**
  - Allow for 14 days for the amendments to take effect.
4. The Customer should be aware that:
  - a Direct debiting through BECS is not available on all accounts; and
  - b Account details should be checked against a recent statement from its Financial Institution, If you are in any doubt, you should check with your Ledger Financial Institution before completing the drawing authority.
5. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
6. *If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the Customer is in any doubt, please refer to the Point 3 for further clarifications.*
7. For returned unpaid transactions, the following procedures or policy will apply:
  - If more than two (2) consecutives payments returned. Direct debit will be cancelled.
8. All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

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