



## Direct Debit Request (DDR)

### Customer's Authority

I/We \_\_\_\_\_ authorise and request  
(Full name/s and phone no)

the Katherine Town Council, APCA User ID number 347525, until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the financial institution identified below as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time.

### Payment Details

This authority allows the debiting of amounts payable by the customer under the agreement between the customer and the Katherine Town Council.

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

**PLEASE NOTE DIRECT DEBIT IS NOT AVAILABLE ON CREDIT CARD ACCOUNTS.**

Name of the Financial Institution \_\_\_\_\_

Branch name \_\_\_\_\_

Account holder name \_\_\_\_\_

BSB number \_\_\_\_\_ Account number \_\_\_\_\_

**Note:** Direct debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution.

### Details of the Property for which Rates are to be Direct Debited

Address of the Property \_\_\_\_\_

Assessment number \_\_\_\_\_

### Details of the Frequency of Payment

Please tick to indicate your chosen frequency of payment.

- Annually on first instalment due date
- By instalment to commence from the first instalment date
- Monthly to commence from 23rd \_\_\_\_\_ 20\_\_\_\_ Amount \$ \_\_\_\_\_
- Fortnightly to commence from Friday, \_\_\_\_\_ 20\_\_\_\_ Amount \$ \_\_\_\_\_
- Weekly to commence from Tuesday, \_\_\_\_\_ 20\_\_\_\_ Amount \$ \_\_\_\_\_

### Customer Authorisation

By signing below, I/we acknowledge that this Direct Debit arrangement is governed by the terms of authorisation of the DDRSA attached to this request. I/We also authorise the Katherine Town Council to verify (if need be) the details of the account with my/our financial institution mentioned above and for that financial institution to release information to the Katherine Town Council in order to allow it to verify the above account details.

\_\_\_\_\_  
Signature

Date \_\_\_\_\_

\_\_\_\_\_  
Signature

Date \_\_\_\_\_

# Direct Debit Request Service Agreement (DDRSA)

1. By signing the Direct Debit Request, you authorise us to arrange for funds to be debited from your account in accordance with the agreement.
2. We will advise you 14 days in advance of any changes to the Direct Debit Request.
3. For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
  - (a) Contact us on tel no 08 8972 5500, fax no 08 8971 0305 or email records@ktc.nt.gov.au
  - (b) Allow for 14 days for the amendments to take effect or to respond to a dispute.
4. You should be aware that:
  - (a) direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts
  - (b) You should check your account details (including the Bank State Branch (BSB) number) directly against a recent statement from your financial institution.If you are in any doubt, please check with your financial institution before completing the drawing authority.
5. It is your responsibility to ensure that:
  - (a) sufficient cleared funds are in the account when the payments are to be drawn;
  - (b) the authorisation to debit the account is in the same name as the account signing instruction held by the financial institution where the account is held;
  - (c) suitable arrangements are made if the direct debit is cancelled:
    - by yourself;
    - by your financial institution;
    - for any reason.
6. If the due date for payment falls on a day other than a banking business day or due to unforeseen circumstances, the payment will be processed on the next banking business day. If you are uncertain when the payment will be debited from your account, please check with your financial institution.
7. For returned unpaid transactions, the following procedures or policies will apply:
  - (a) we treat the payment as if it was never made;
  - (b) services may be suspended until the outstanding charges are paid; and/or
  - (c) a fee for **dishonoured direct debits of \$22 per transaction plus bank fees** will be applied for drawings that are returned unpaid. We reserve the right to cancel the direct debit request at any time if drawings are returned unpaid by your financial institution.
8. All customer records and account details will be kept private and confidential to be disclosed only at your request or at the request of the financial institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.

## Definitions

Unless otherwise defined, a term defined in the agreement has the same meaning when used in this DDRSA and

**Account** means the account nominated in the Direct Debit Request, held at your financial institution from which we are authorised to arrange for funds to be debited.

**Agreement** means the Terms and Conditions (including BPAY), including the Schedules to those Terms and Conditions, as amended from time to time.

**Direct Debit Request** means the Direct Debit Request between us and you as amended from time to time.

**Financial Institution** is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited.

**We** means the Katherine Town Council

**You** means the customer/s who signed the Direct Debit Request.