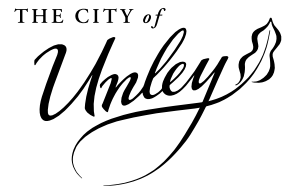


Direct Debit Request



Request and Authority to debit the account named below to pay
The City of Unley ABN 63 714 797 082

DIRECT DEBIT REQUEST AND AUTHORISATION

Last Name or Company Name

First Name or ABN / 'you'

Request and authorise the City of Unley, User ID 531573 to arrange, through its own financial institution, a debit to your nominated account any amount the City of Unley, has deemed payable by you.

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your 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.

NOMINATED ACCOUNT DETAILS

Name of Financial Institution

Address of Financial Institution

Name of Account to be debited

BSB

Account Number

PAYMENT DETAILS

Debit intervals: Monthly (last Friday of the month) Quarterly Annually

Assessment Number

Property Address

ACKNOWLEDGEMENT

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 the City of Unley as set out in this Request and in your Direct Debit Request Service Agreement.

ACCOUNT SIGNATURES

Signature

Signature

Name of Signatory

Name of Signatory

Date

Date

Once completed, please email your form to pobox1@unley.sa.gov.au
or post to the City of Unley, PO Box 1, Unley SA 5061.

The City of Unley
181 Unley Road, Unley, SA 5061
Phone: (08) 8372 5111
Email: pobox1@unley.sa.gov.au
Post: PO Box 1, Unley, SA 5061
unley.sa.gov.au

Direct Debit Service Agreement



The following is your Direct Debit Service Agreement with the City of Unley ABN 63 714 797 082. The agreement is designed to explain 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. We recommend you keep this agreement in a safe place 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 form.

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 **the City of Unley**, (the Debit User) you have authorised by signing a direct debit request.
- **you** means the customer who signed 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

By signing a *Direct Debit Request*, 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**.

We will only arrange for funds to be debited from your account as authorised in the *Direct Debit Request*.

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*.

Direct Debit, through BECS, is not available on all accounts.

2. Amendments by us

We may vary any details of this agreement or a *Direct Debit Request* at any time by giving you at least thirty (30) 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 fourteen (14) days' notification by writing to: PO Box 1, Unley, SA 5061 or by telephoning us on 08 8372 5111 during business hours or arranging it through your own financial institution.

4. Your obligations

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*.

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

- (a) **you** may be charged a fee and/or interest by your *financial institution*;
- (b) **you** may also incur fees or charges imposed or incurred by **us**; and
- (c) **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*.

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

5. Dispute

If **you** believe that there has been an error in debiting *your account*, **you** should notify us directly on 08 8372 5111 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 with *your financial institution* direct.

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.

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

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.

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

If **you** wish to notify **us** in writing about anything relating to this agreement, **you** should write to: PO Box 1, Unley, SA 5061.

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

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

The City of Unley

181 Unley Road, Unley, SA 5061

Phone: (08) 8372 5111

Email: pobox1@unley.sa.gov.au

Post: PO Box 1, Unley, SA 5061

unley.sa.gov.au