

DIRECT DEBIT TERM AND CONDITIONS

Direct Debit Request Service Agreement Terms and Conditions (ACPCA ID 610097)

Definitions

- **Account:** the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- **Agreement:** this Direct Debit Agreement between you and us.
- **Banking Day:** a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- **Debit Day:** the day that payment by you to us is due
- **Debit Payment:** a particular transaction where a debit is made
- **Direct Debit Request:** the Direct Debit Request between us and you
- **us or we:** is the City of Busselton (ABN 87 285 608 991) (the Debit User) you have authorised by requesting an Agreement.
- **you:** is the customer who has made the Direct Debit Request.
- **Your Financial Institution:** the financial institution nominated by you on the Direct Debit Request at which your account is maintained

1. Debiting Your Account

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

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 three (3 days) notification in writing to City of Busselton, Locked Bag 1, BUSSELTON WA 6280 or via email to city@busselton.wa.gov.au

4. Your obligations

- (1) It is your responsibility to ensure that:
 - (a) there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request;
 - (b) you notify us if the nominated account is transferred or closed;
 - (c) you pay the amount due by an alternative method if the direct debit arrangements are cancelled either by you or us;
 - (d) your payments are up-to-date, whether a notice is received from us or not;
 - (e) If there are insufficient clear funds in your account to meet a debit payment:
 - (i) you may be charged a fee and/or interest by your financial institution;
 - (ii) a dishonoured fee for a rejected direct debit is charged per rejection as per the fees and charges schedule;
 - (iii) 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.
- (2) You should check your account statement to verify that the amounts debited from your account are correct
- (3) In the event of two (2) rejected payments, the City will cancel the payment option and direct debit and commence normal recovery proceedings.

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5. Dispute

- (1) If you believe that there has been an error in debiting your account, you should notify us directly on (08) 9781 0444 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.
- (2) If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by notifying you in writing of the details by which your rates account has been adjusted.
- (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:

- (1) 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.
- (2) Your account details which you have provided to us are correct by checking them against a recent account statement; and
- (3) 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

- (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.
- (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

- (1) If you wish to notify us in writing about anything relating to this agreement, you should write to City of Busselton, Locked Bag 1, BUSSELTON WA 6280 or via Email at city@busselton.wa.gov.au
- (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.
- (3) Any notice will be deemed to have been received on the third banking day after posting.

9. General Information

- (1) Direct all enquiries to the City of Busselton, rather than to your Financial Institution, and these should be made at least five (5) working days prior to the next scheduled debit day. All Direct Debit communication to the City should include your rates reference number.
- (2) The City of Busselton accepts no responsibility for correspondence not being received, being received late due to postal delays, or for being illegible.