

Service Agreement & Direct Debit Request Form

The personal information requested on this form is being collected by council for purpose set out in the title of the form. The personal information will be used solely by council for the primary purpose or directly related purposes. The applicant understands that personal information is provided for the above mentioned function and that he/she may apply to council for access to and/or amendment of the information. Requests for access or correction should be made to Tasman Council's Customer Service Officer.

OUR AIM

In an effort to make the payment of any monies owing to the Tasman Council easier and more convenient for all customers, the Tasman Council is now offering a direct debit in addition to its other payment method. Our aim is to insure that there is a method of payment for each customer that is quick and convenient.

WHAT IS DIRECT DEBIT?

Direct Debit is the electronic transfer of the funds from your bank account (at a nominated financial institution) to pay your accounts automatically.

Bank accounts that issue statements, such as your cheque account or a statement savings account are eligible. Some passbook accounts and investment accounts are not included in the service. If in doubt, please check with your financial institution.

OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request arrangements made between the Tasman Council, and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial Terms of the Arrangements

In the terms of Direct Debit Request arrangements made between the Tasman Council and you, we undertake to periodically debit your nominated account for the agreed amount for payment of your rates.

Drawing Arrangements

- If any drawing under this arrangement falls due on a non- business day, it will be debited to your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days notice in writing when changes to the initial terms of the arrangements are made.
- If you wish to discuss any changes to the initial terms you can contact the Rates Officer at the Council on 62509200 during business hours or by email tasman@tasman.tas.gov.au

The first time that your drawing is returned or dishonoured by your financial institution you will be contacted regarding either a redraw of the amount or payment by cash. Council will recover any transaction fees payable by us in respect of any dishonoured payments from you. The second time this occurs, your arrangements may be terminated and you will need to contact us regarding the payment of the balance of your account.

THE BENEFITS FOR YOU

Direct Debit Saves You Time and Money

- No cheques
- No postage
- No phone calls; and
- No queuing to pay your account

It's Automatic- We Do The Work For You

Direct Debit does not mean that you lose your right to query a bill, either before or after a payment.

YOUR RIGHTS

The direct debit arrangement is designed to ensure that all accounts and charges that you owe will be paid in full.

You may elect whether your payments should:

- Apply to a particular financial year; or
- Apply also for future years, subject to increases in accounts.

TASMAN COUNCIL

- If you would like to make any changes to the direct debit arrangements you have made with the Tasman Council, it is important that you contact us (not your bank) to ask whether a change can be made to:
- Altering a schedule
- Stopping an individual debit
- Cancelling the direct debit completely
- Suspending the direct debit; or
- Deferring the drawing.

Council will attempt to accommodate any reasonable request, but you should know that it is not bound to agree to a change to the arrangement.

You are not entitled to cancel a direct debit facility for any financial year other than the financial year in which your accounts are being paid. Should you wish to cancel the arrangement, please contact the council first so that alternative arrangements can be made.

YOUR COMMITMENT TO US

It Is Your Responsibility To Ensure That:

- Your nominated account can accept direct debit under the council's scheme
- On the drawing date there is sufficient funds in the nominated account; and
- You advise us if the nominated account is transferred or closed (whether or not this constitutes a breach of the agreement).

ENQUIRIES

It would be appreciated if you could direct all enquires to us, rather than your financial institution, and these should be made at least 2 working days prior to the next scheduled drawing date. All communications should include your property identification number.

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 to an alleged incorrect or wrongful debit.

DISPUTES

If you believe that a drawing has been initiated incorrectly, we encourage that you take the matter up directly with us. If we are unable to satisfy your query, you may then contact your financial institution.

You will receive a refund for a drawing if we cannot substantiate the reason for the drawing.

NOTE: Your Financial Institution will contact us to resolve your disputed drawing prior to involving them.

INTEREST AND PENALTY CHARGES

If your arrangements to pay by Direct Debit includes brought forward arrears, interest and penalty will apply on these amounts.

As in the case with normal council instalments, if you are in default with any of the terms of your agreements with the council, the full amount of account outstanding at the time of default will be due and payable immediately. Interest will accrue on any amounts until payment in full.

If you have any queries regarding the information provided in this agreement or would like to make an arrangement for payment of accounts by this method, please contact the Rates Officer at the Tasman Council on 62509200 during business hours or by email tasman@tasman.tas.gov.au .

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DIRECT DEBIT REQUEST

I/We request you the Tasman Council, (User ID 228377) until this arrangement is cancelled or altered in writing, to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

By signing this form I/ We acknowledge that I/We have read carefully and understand and accept the conditions referred to in the Direct Debit Request Service Agreement to which this application is attached.

| | | | |
|-------------------------------|--|----------------------------|--|
| FULL NAME | | | |
| POSTAL ADDRESS | | POSTCODE | |
| PHONE (BUSINESS HOURS) | | PHONE (HOME/MOBILE) | |

ACCOUNT DETAILS

| | | | | | | | |
|---|--|--|--|---|--|--|--|
| ACCOUNT NAME (Insert the exact name(s) that the account is held in) | | | | | | | |
| NAME OF FINANCIAL INSTITUTION | | | | | | | |
| BRANCH | | | | | | | |
| BSB NUMBER | | | | - | | | |
| ACCOUNT NUMBER | | | | | | | |

PAYMENT SCHEDULE

| | | | |
|---|---|------------------------------------|--|
| DEBIT AMOUNT \$ | | START DATE | |
| PROPERTY ADDRESS (Shown on Rates Notice) | | PID (Shown on Rates Notice) | |
| FREQUENCY | <input type="checkbox"/> Weekly <input type="checkbox"/> Standard Instalment Deductions <input type="checkbox"/> Fortnightly <input type="checkbox"/> Full Deduction on 1 st Instalment <input type="checkbox"/> Monthly | | |
| AGREEMENT CONTINUANCE | <input type="checkbox"/> Current Financial Year Only. Please specify year: <input type="checkbox"/> Continuing Each Financial Year (You will be notified of new amounts each year.) | | |

Where I/We have selected for this agreement to continue each financial year, I/ We further authorise the Tasman Council to arrange for the alteration of instalments payable in future years in accordance with any resolution of the Council in respect of rates, until such time as this arrangement is cancelled.

I/We understand the number of instalments, due dates & the amount of the instalments to be deducted from any financial year to another may be altered as a result of a resolution of the council in respect of rates, as is the case with normal council instalments, and I/We authorise the council to make that alteration on My/Our behalf.

(If debiting from a joint account, both signatures are required)

| | | | |
|--------------------|--|-------------|--|
| SIGNATURE 1 | | DATE | |
| SIGNATURE 2 | | DATE | |