

DIRECT DEBIT REQUEST SERVICE AGREEMENT

1) All changes relating to the Direct Debit arrangements must be made in writing.

You can send written advice of any changes required to the City of Joondalup via:

- Mail **PO Box 21 JOONDALUP, WA 6919**
- Email **rates@joondalup.wa.gov.au**
- Fax **9400 4572**
- One of our Customer Service Centres at Boas Ave, Joondalup or Whitfords City Shopping Centre.

Please allow up to five working days for amendments to take effect. The City of Joondalup will advise if changes cannot occur within this timeframe.

2) Please be aware that:

- Direct debiting through Bulk Electronic Clearing System (BECS) is not available on all type of accounts.
- Account details should be checked against a recent statement from your Bank/Financial Institution.
- If you have any queries, please contact your relevant Bank/Financial Institution before completing the direct debit request.
- The City of Joondalup will provide you with 14 days notice if the terms of the Direct Debit Agreement are to change.

Please ensure sufficient cleared funds are in the nominated debit account when the payments are due and for up to three business days after.

Please advise the City of Joondalup in writing immediately if your bank account is transferred or closed.

3) For rejected transactions, the following will apply:

- The City of Joondalup will reprocess the transaction within five business days.
- In the event of two rejected payments, the City of Joondalup will cancel the agreement and commence

normal debt collecting procedures.

- The return fee for a rejected direct debit is \$9.50 per rejection.

4) Direct debit will cease once the rates outstanding have been cleared, unless otherwise notified in writing by the property owner.

Disputes

- If you believe that a debit payment has been initiated or carried out incorrectly, please contact the City of Joondalup on 9400 4574.
- On receipt of advice of a disputed debit payment, an investigation will occur and advice of the outcome will be issued within seven working days. You may also need to contact your financial institution.
- You will receive a refund of the debited amount if a direct debit payment has been deducted from your account or credit card in error.

Privacy

- We will keep any information (including your account details) in your direct debit request confidential. Information may be required to be given to the bank in the event of a claim or alleged incorrect or wrongful debit.

Please return your completed form to:

By Mail: PO Box 21, JOONDALUP WA 6919

By Fax: 9400 4572

One of our Customer Service Centres:

- **Joondalup Administration Building**
Boas Ave, Joondalup; or
- **Whitfords City Shopping Centre**
Cnr Marmion and Whitford Avenues, Hillarys.

Phone Enquiries: 9400 4574

DIRECT DEBIT REQUEST Special Arrangement (Bank Account Only)



CUSTOMER'S AUTHORITY DIRECT DEBIT REQUEST

Property Owner's Name(s)

Property Address

Daytime Contact Number/Mobile

Property Number Located on the top left side of your Rate Notice

DETAILS OF THE BANK ACCOUNT TO BE DEBITED

Name of the Bank/Financial Institution

Name(s) of Account Holder(s)

BSB Number

-

Account Number (please use numbers only)

I/we agree to the following conditions for the payment of rates by a Special Arrangement:

- Payments need to be completed by **31 March 2009**.
- A 'once off' administration fee of **\$33** will apply.
- Late payment interest will be applied on this account at 11%pa from **6 September 2008** until the balance is paid. The final direct debit payment will include the penalty interest, which has accrued over the year.
- Direct debit will cease once rates have been cleared, unless otherwise notified in writing by the property owner.

Amount to be debited per payment:

\$

Rates must be cleared
by 31 March 2009

Frequency of Debit (tick which is applicable):

- ☐ Weekly
- ☐ Fortnightly
- ☐ Monthly
- ☐ Bi-monthly

First Payment Date:

Must be a FRIDAY

/

/

Payment Days Are:

- If the payment day falls on a public holiday, the payment will be debited on the previous working day.
- Please ensure sufficient cleared funds are in the nominated bank account when the payments are due and for up to three business days after.
- Please advise the City of Joondalup immediately in writing if your bank account is transferred or closed.

Acknowledgement

I/we acknowledge that the Direct Debit Arrangement is governed by the terms and conditions of the "DDR Service Agreement". I/we accept all charges associated with this arrangement as determined by the City. I/we authorise the City of Joondalup ("APCA number 207170") to arrange for funds to be debited from my/our bank account or credit card at the bank/ financial institution shown above and as prescribed below through the Bulk Electronic Clearing System (BECS).

Signed (by all Account Holders):

Date / /

OFFICE USE ONLY

| | |
|-----------------------|---|
| Banking Record Number | <input type="checkbox"/> Check Extraction |
| | <input type="checkbox"/> Letter Issued |
| | <input type="checkbox"/> Close A/Req |
| | <input type="checkbox"/> Admin Fee |