

REQUEST SERVICE AGREEMENT

Wagga Wagga City Council issues this Direct Debit Request (DDR) Service Agreement.

1. Wagga Wagga City Council's Commitment to You

- a) Wagga Wagga City Council will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements.
- b) Wagga Wagga City Council will keep information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution.
- c) Where the due date is not a business day, Wagga Wagga City Council will draw from your nominated financial institution account on the nearest business day. Payment requests for weekly or fortnightly will be drawn out on **Thursdays** and payments requested monthly will be drawn first **working day of each month**.

2. Your Commitment to Us

It is your responsibility to:

- a) Ensure your nominated account can accept direct debits.
- b) Ensure there are sufficient funds available in the nominated account to meet each drawing on the due date. Please remember to take into account delays when Public Holidays occur.
- c) Advise us if the nominated account is transferred or closed or the account details change.
- d) Arrange a suitable payment method if Wagga Wagga City Council cancels the drawing arrangements.
- e) Ensure that all account holders on the nominated financial institution account sign the DDR Schedule.

3. Your Rights

- a) Subject to the terms and conditions of your Wagga Wagga City Council Account, you may alter the drawing arrangements by contacting us. We require at least 7 working days before the draw date to undertake your request, should we receive such advice, for any of the following:
 - Deferring an individual drawing
 - Suspending future drawings
 - Cancelling the drawings completely.
- b) Where you consider that a drawing has been initiated incorrectly, you should contact Wagga Wagga City Council.
- c) Wagga Wagga City Council shall provide at least 14 days notice to the customer should
- d) the terms of the Direct Service Agreement change.

4. Other Information

- a) Wagga Wagga City Council reserves the right to cancel drawing arrangements if three drawings are dishonoured by your financial institution, and to arrange with you an alternate payment method.
- b) Your financial institution may charge dishonour fees against your drawing account. Wagga Wagga City Council reserves the right to recoup dishonour fees and recovery costs directly from the customer.
- c) The terms and conditions of your Wagga Wagga City account also govern your drawing arrangements.
- d) Drawing arrangements will automatically be cancelled should Wagga Wagga City Council receive notification through a Section 603 Certificate Application of the sale of the property.
- e) The details of your drawing arrangements are contained in the DDR Schedule.
- f) Wagga Wagga City Council reserves the right to ask that instructions from a customer to stop or in any way alter the drawing details, is in a written or electronic form.
Wagga Wagga City Council reserves the right to cancel drawing arrangements
- g) The details of your drawing arrangements are contained in the DDR Schedule.
- h) Wagga Wagga City Council reserves the right to ask that instructions from a customer to stop or in any way alter the drawing details, is in a written or electronic form.
- i) Wagga Wagga City Council reserves the right to cancel drawing arrangements if three drawings are dishonoured by your financial institution, and to arrange with you an alternate payment method.
- j) Your financial institution may charge dishonour fees against your drawing account. Wagga Wagga City Council reserves the right to recoup dishonour fees and recovery costs directly from the customer.
- k) The terms and conditions of your Wagga Wagga City account also govern your drawing arrangements..

5. Privacy and Personal Information Protection Notice

Wagga Wagga City Council will collect and store personal information relating to your nominated financial institution account for the purpose of conducting Direct Debits. The supply of this information is limited to Council Administrative Staff conducting the Direct Debit Service.

6. Your Questions Answered

Will Direct Debit cost extra?

There is no additional cost, however your normal bank transaction charges may apply.

Do I still have to pay my bill by the due date if I choose Direct Debit?

Yes, Direct Debit does not relieve you of your obligation to pay in full by the due date.

What happens if I change address, change bank details or wish to cancel my Direct Debit deduction?

*It is **your** responsibility to notify us should your circumstances change. Contact our Customer Service Staff on 1300 2 92442.*

What happens if I do not have sufficient funds in my financial institution account at the time of the Direct Debit?

Should there be insufficient funds you may be liable for (certain) bank charges. If the third attempt is dishonoured then Wagga Wagga City Council may terminate your Direct Debt arrangement

Please note: If any changes to the property ownership occur this Direct Debit arrangement will be terminated upon receipt of an application for a 603 Certificate. Otherwise, ALL responsibility for termination will lie with the Customer

Please Note: Rates Instalment notices will continue be forwarded on a quarterly basis

