

Direct Debit Request Service Agreement

Complete this form and return to rates@esperance.wa.gov.au or PO Box 507, Esperance WA 6450. Please contact the Rates Department on (08) 9071 0668 with any queries.

Property Details

Owner Name			
Property Address			
Phone		Email	

Account Details

Bank / Financial Institution Name			
Account Name			
BSB Number			
Account Number			

Payment Details

Amount to be debited	\$		
Date of first payment		Date of last payment	
Frequency of payment	☐ In full ☐ 4 Instalments ☐ Weekly ☐ Fortnightly ☐ Monthly		
Allow account to go into credit	☐ Yes ☐ No		

Customer Authority

I request and authorise the Shire of Esperance to arrange for funds to be debited from my account as prescribed above. This authorisation is to remain in force in accordance with the terms described in the Direct Debit Request Service Agreement.

Signature

Date

Changes to the agreement

If you wish to make changes to the agreement, please contact the Rates Department on (08)90710668

THE AGREEMENT TERMS AND CONDITIONS

By signing the Direct Debit Request or by providing us with valid instruction, you have authorised us to arrange for funds to be debited from your account. You agree to your direct debit being adjusted accordingly, to ensure that the account is cleared each financial year. This means that the payment amount will automatically change to the new amount stated on the annual rate notice or interim notice. The payment end date may be extended to cover any outstanding balances after the final direct debit extract. Fourteen (14) days written notice will be given. If you do not wish to continue the arrangement as specified above contact us immediately. Direct debits are deducted from your account on a weekly, fortnightly or monthly basis (Wednesdays and Fridays only). If the payment day falls on a public holiday the payment will be processed on the next working day. Please ensure sufficient cleared funds are available in your nominated bank account the working day before and three business days after each payment is due.

1. Cancellation of Agreement

You may stop/cancel/amend or in exceptional circumstances skip a payment under this arrangement by giving seven (7) days written notice: Shire of Esperance PO Box 507 Esperance WA 6450 or email rates@esperance.wa.gov.au If you cancel this authority you will need to enter into an acceptable payment arrangement or full payment including penalty interest and changes is required.

2. Dishonours and Declined Transactions

If your direct debit defaults, you will be notified by the Shire of Esperance in writing. Should three direct debit payments default consecutively the direct debit will be cancelled without further notice. Should the above occur any remaining outstanding balance becomes payable immediately and legal action may commence without further notice.

3. Disputes

If you believe there has been an error debiting your account, you should notify us directly on (08) 9071 0668 and confirm in writing as soon as possible so that we can resolve your query quickly. Alternatively, you can take it up directly with your financial institution. If we conclude as a result of our investigation that your account has been incorrectly debited, we will respond to your query and arrange for your financial institution to adjust your account. If your account has been correctly debited, we will respond to your query by providing you with reasons and any evidence for this finding in writing.

4. Confidentiality

We will keep any information in your Direct Debit Request confidential. We will make reasonable efforts to keep information that we have about you secure and to ensure that any of our employees or agents who have access to information do not make any unauthorised use, modification, reproduction or disclosure of that information. We will only disclose information that we have about you: to the extent specifically required by law; or for the purposes of this agreement (including disclosing information in connection with any query or claim).

5. You should check

Direct debiting through Bulk Electronic Clearing System (BECS) is not available on all types of accounts. Property owners should check the account details completed on the direct debit form against a recent bank statement to ensure the details are correct. The Shire will give you fourteen (14) days notice of any changes to the Direct Debit. The Shire of Esperance accepts no responsibility for correspondence not being received or being received late due to postal delays.