

Please complete this form and at least 2 working days prior to the 1st direct debit date, email it to city@busselton.wa.gov.au or print the form and post to City of Busselton, Locked Bag 1 Busselton WA 6280 or deliver to the City at 2 Southern Drive, Busselton.



RATE PAYMENT PROPOSAL FORM

PLEASE COMPLETE ONE FORM PER PROPERTY

Property Address: _____

Reference No: _____

Owner (1) _____

E-Mail: _____

Home No: _____ Mobile No: _____

Owner (2) _____

E-Mail: _____

Home No: _____ Mobile No: _____

IT IS PROPOSED TO CLEAR THE ABOVE PROPERTIES OVERDUE RATING BALANCE VIA ONE OF THE FOLLOWING OPTIONS:

(1) In FULL on the: _____

(2) At \$ _____ WEEKLY FORTNIGHTLY MONTHLY

Start date: _____

(3) Payments of: \$ _____ on \$ _____ on
\$ _____ on \$ _____ on

And Final payment for **FULL clearance** on: _____

- (a) Payments as proposed are to be made via Direct Debit by completing the below payment section and emailing to city@busselton.wa.gov.au at least 2 working days before any payment date.
- (b) Payments should be met where a decision on this proposal is yet to be received or a Direct Debit commences.
- (c) Any approved proposal will be subject to various terms & conditions including:
 - Accrual of interest on any rating arrears or overdue balance
 - Charging to the property of the City's special payment arrangement fee
- (d) Cancellation of this arrangement where payment is not met.

Please complete the below direct debit section and email to city@busselton.wa.gov.au at least 2 working days before any payment date.

DIRECT DEBIT PAYMENT DETAILS:

BSB: _____ Account #: _____

Account Name: _____

PLEASE SIGN ON THE REVERSE OF THIS FORM.

All Communications to:

T (08) 9781 0444
E city@busselton.wa.gov.au

Locked Bag 1 Busselton WA 6280
www.busselton.wa.gov.au

*Where environment, lifestyle
and opportunity meet!*

DIRECT DEBIT REQUEST SERVICE AGREEMENT TERMS & CONDITIONS

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 Easy Rates and commence normal recovery proceedings.

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.

Signature: _____ *(Only one signature required)*

Print Name: _____ Date: _____

All Communications to:

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