



# PARRAMATTA CITY COUNCIL DIRECT DEBIT REQUEST



1. Customer(s)  
Authority

Name of Customer(s) giving the DDR

I/WE

Name of Debit User

APCA User ID Number

Authorise you

**Parramatta City Council**

**2749**

**to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS).  
This authorisation is to remain in force in accordance with the terms described, as per payment details in Section 3 below.**

Signature

Home Phone

Signature

Work Phone

2. Details of the  
Account to  
be Debited

Name of the Financial Institution & Branch

Account Name

(All details  
must be  
supplied)

BSB number

Account number

**Please accept this application to pay my/our rate account by the due date, by direct debit on my/our property at:**

No.

Street

Suburb

Postcode

Customer Reference Number

3. Payment  
Details

**Please tick below to indicate your chosen method of payment**

- Full payment (Total amount stated on Rate Notice)
- Quarterly Instalments (amount stated on Quarterly Instalment Notice)
- Special arrangements to pay (as agreed by you and Parramatta City Council)

**I/We authorise the following:**

1. The Parramatta City Council verifies the details of the abovementioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing Parramatta City Council to verify the abovementioned account details.
3. I/We will advise Parramatta City Council of the cancellation of this authority should I/We wish to stop paying direct debit, or on sale or transfer of the property from my/our ownership, and will not hold Parramatta City Council responsible for any action arising from not doing so.

Signed by the  
Customer(s)

Date

# DIRECT DEBIT REQUEST SERVICE AGREEMENT

Parramatta City Council  
PO Box 32  
PARRAMATTA NSW 2124

30 Darcy Street, Parramatta  
Rates Department Telephone: 9806 5441  
Fax: 9806 5911

## 1. Notification that payment is due

Where the amount of payment due varies from bill to bill, we will always provide you with a bill at least 10 business days (or such time as agreed with you) before payment is due. On the due date, the amount will be debited from the account you have nominated at your financial institution.

Where the amount of payment due is "fixed" according to a pre-agreed arrangement, we will always notify you at least 10 business days (or such time as agreed with you) before the due date if there is a change in the amount to be paid.

## 2. Direct debit guarantee

If you dispute any amount on a bill or on a notification of payments due under a pre-agreed arrangement, and let us know at least 2 business days before payment is due, we guarantee we will not debit your account for the amount in dispute until the dispute is resolved. This notice will allow us enough time to resolve the problem or to halt processing of the payment.

## 3. Change in payment method or cancellation

You may cancel the direct debit or change your nominated account by simply letting us know at least two (2) business days (or such time as agreed with you) before payment is due.

## 4. Privacy

We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorised representative.

## 5. Complaints

We will provide you with contact details for lodging complaints when the direct debit is established, and these details will be repeated on regular bills. We will respond to any complaint within 5 business days.

## 6. Range of Accounts

Direct Debiting is not available on the full range of accounts. Accounts such as: Credit Card of any kind, and certain bank accounts (e.g. Passbook Accounts) can NOT be used for Parramatta City Council's Direct Debiting Payment method. If you are in doubt if your account is suitable, please contact your financial institution.

## 7. Sufficient Funds

You must ensure that you have sufficient clear funds available in the relevant account by the due date to permit the payment of the direct debit.

## 8. Due Date

When the due date for payment falls on a day, which is not a Business Day, it is taken to be due on the next Business Day. Any inquiries please call Council's Rates Department on 9806 5441.

## 9. Unpaid Items

When a direct debit item is returned as unpaid by the bank, the related fees from the bank are also included.

## 10. Incorrect or wrongful debit

The privacy provision as per Item 4 above applies; however, the Bank may require information to be provided in connection with a claim made relating to an alleged incorrect or wrongful debit.