



Latrobe City Council
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***Our Commitment to you,
DRAWING ARRANGEMENTS***

We will only arrange for funds to be debited from your account:

- As authorised in the LCDDR (Latrobe City Direct Debit Request); and/or
- According to any notice sent to you by Latrobe City Council specifying the amount payable and the date the payment is due.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will not change the amount or frequency of drawing arrangements without your prior approval.

We reserve the right to cancel the LCDDR drawing arrangements if two or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.

A fee to recover costs will be charged if:

- Drawings are returned unpaid by your nominated Financial Institution for whatever reason.
- The wrong or incomplete BSB and Account Number is given and as a result the drawings are returned unpaid to us.

Drawing dates must fit in with one of the following:

Weekly – Mondays

Fortnightly- Fridays

Monthly – 1st of Month

Quarterly– 30th.Sept, 30th.Nov, 28th. Feb, 31st.May (only available for rates payments)

Annually – 15th. Feb (only available for rates payments)

Churchill and Morwell Leisure Centres and Moe Newborough Sports Centre drawing dates will be as set out in the Membership Conditions.

We may vary this agreement at any time by giving you at least 10 business days notice.

Confidentiality

We will keep all information, in your direct debit request, pertaining to you & your nominated account at the Financial Institution, private and 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.

We will only disclose information that we have about you:

- To the extent specifically permitted by the law; or
- For the purpose of this agreement (including disclosing information in connection with any query, dispute or claim); or
- To verify details with your Financial Institution if required (eg. BSB and bank account number)

YOUR RIGHTS

You may terminate the LCDDR drawing arrangements, at any time, by giving written notice to us. We should receive such notice at least 10 business days prior to the due date and before you give notice to your Financial Institution.

You may request change to the drawing amount and/or frequency and/or your nominated Financial Institution of the LCDDR drawings by advising us, in writing, of your requirements no less than 10 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly [outside the LCDDR arrangements] you should take the matter up directly with us and as soon as possible so that we can resolve your concern quickly.

If the drawing is not as per the instructions of the LCDDR action will be taken, within 10 business days to either adjust or refund the incorrect drawing to the account from which it was drawn.

If the drawing is as per your instructions we will provide you with reasons or copies of any documents which we believe justify the view we have taken.

Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution who will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

***Your Commitment to us,
YOUR RESPONSIBILITIES***

By signing the LCDDR, you authorise us to arrange for funds to be debited from your account according to the agreement we have with you.

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.

It is your responsibility to ensure that the authorisation given, in writing, to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where the account is based.

It is your responsibility to advise us, in writing, no less than 10 business days, if the account nominated by you to receive the LCDDR drawings is transferred or closed or if you wish to terminate the LCDDR.

It is your responsibility to arrange with us a suitable alternate payment method if the LCDDR drawing arrangements are cancelled either by yourselves or your nominated Financial Institution.

It is your responsibility to advise us, in writing, at least 10 business days prior if you wish to defer or alter the drawing schedule. This includes variation of amount or frequency and deferment of payment.