

Rates Direct Debit Request Form

Important information

- Separate Direct Debit Forms and payments are required for each individual rates assessment.
- Please complete all sections of application. Missing information may result in delayed processing.
- Ensure sufficient funds are available in your nominated account. Dishonoured payments attract a dishonour fee and may result in the direct debit being cancelled.
- This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

To Latrobe City, I/we request and authorise Latrobe City Council user APCA ID 141527 to draw by way of the Direct Debit System from my/our account as follows:

Rates details

Rates assessment number:	
Rates assessment address:	Post code:

Bank account details

Name of financial institution:											
Account name:											
BSB number (six digits required):					-						
Account number:											

Direct debit details

Direct debit options are set up on an ongoing basis unless cancelled or an end date is specified. Ten days' notice is required to cancel this arrangement and must be received in writing.

Payment frequency (please tick only one):	
☐ Four instalments: 30 September, 30 November, 28 February and 31 May each year	
☐ Monthly: First day of each month	
☐ Fortnightly: Either Friday	
☐ Weekly: Every Monday	
Note: Direct debit dates are fixed and cannot be changed. Please select the option that best suits your payment needs.	
Payment amount:	\$
Start date: (dd/mm/yyyy)	
End date (If applicable - not required for ongoing):	

Contact details

Surname or company/business name:	
Given name/s or ACN/ABN/ARBN:	
Postal address:	Post code:
Phone:	Email:

Declaration

By signing and or providing us with valid instruction in respect to your direct debit request, you have understood and agreed to the terms and conditions governing debit arrangements between you and Latrobe City Council as set out in this request and in your direct debit request service agreement.

Signature	Date
Signature	Date

Submitting your application

Mail	Post the completed and signed application to 'Latrobe City Council' to PO Box 264 Morwell VIC 3840.	
In person	Bring the completed and signed application to any of our following Service Centres and Libraries.	
	141 Commercial Road, Morwell	Monday to Friday, 9am to 5pm
	63-65 Elgin Street, Morwell	Monday to Friday, 8.30am to 5.15pm Saturday, 9am to 12noon
	34-38 Kay Street, Traralgon	Monday to Friday, 8.30am to 5.15pm Saturday, 9am to 12noon
	1-29 George Street, Moe	Monday to Friday, 8.30am to 5.15pm Saturday, 9am to 12noon
	9-11 Philip Parade, Churchill	Monday to Friday, 8.30am to 5.15pm Closed between 12noon to 1pm

Privacy statement: Latrobe City Council is collecting this information to set up a direct debit for your rates account. The information is only for Latrobe City Council for this purpose and will not be disclosed unless required under law. For further information on privacy, please consult Council's [Citizens Confidentiality and Privacy Policy](#).

Office use only	
Checklist: ☐ Form has been completed fully and correctly ☐ Form has been signed by applicant ☐ Separate form completed for each individual rates assessment	Date stamp:

Direct debit request service agreement (DDRSA)

Please detach and retain for your records

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.
- If the direct debit 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.
- 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 may 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 – each Monday
- Fortnightly- either Friday
- Monthly - 1st day of each Month
- Instalments - 30th September, 30th November, 28th February, 31st May

We may vary this agreement at any time by giving you at least 30 days' notice by ordinary post to the address you have given us. Any notice will be deemed to have been received on the third business day after posting.

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 Latrobe City Council 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 check with your financial institution before completing the Direct Debit Request if you have any queries on how to complete the Direct Debit Request.
- 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 check with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.
- 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.