



**KIAMA MUNICIPAL COUNCIL**  
**Debtor Account**  
**DIRECT DEBIT REQUEST AND SERVICE AGREEMENT**

**1. Customer(s)  
Authority**

I/We

Address

Authorise you **Kiama Municipal Council** (APCA User ID Number 251950) to arrange for funds to be direct 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 detailed in the Service Agreement on the reverse side of this Request.

Signature

Date

Signature

Date

**2. Details of the  
cheque/savings  
account to be debited**

(All details must be supplied)

**Name of Financial Institution**

**Name Account is Held in**

**BSB No. (six digits)**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Account Number**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**3. Payment Details**

Please accept this application to pay my/our debtor account by direct debit.

Debtor Account Number

**4. Frequency of Payments**

The balance of my Debtor Account on the last working day of each month

**5. Authorisation**

I/We authorise the following:

1. I/We will advise Kiama Municipal Council of the cancellation of this authority should I/We wish to stop paying by direct debit, and will not hold Kiama Municipal Council responsible for any action arising from not doing so.
2. I/We agree to all the terms and conditions overleaf.

**Signed by the Customer(s)**

If debiting from a joint bank account, **both** signatures are required.



## **KIAMA MUNICIPAL COUNCIL** **DIRECT DEBIT SERVICE AGREEMENT**

### **1. Notification that payment is due**

*We will always provide you with a Tax Invoice before payment is due. On the last working day of each month, the amount will be debited from the account you have nominated at your financial institution.*

### **2. Direct Debit guarantee**

*If you dispute any amount invoiced 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 in writing at least 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. Council's bank may require this information however, if it needs to investigate a claim relating to an incorrect or wrongful debit.*

### **5. Disputes**

*You may lodge a complaint about your direct debit by contacting Council's Debtors Officer on 4232 0408 and quoting the Debtor account number shown on your Tax Invoice. We will respond to any complaint promptly. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.*

### **6. Payments returned to Council unpaid**

*You acknowledge that it is your responsibility to ensure that your account has sufficient clear funds to cover the amount payable and to ensure that your account details on the reverse of the form are correct. If your Direct Debit is returned unpaid by your financial institution, we will debit your debtor account an administration fee.*

**Direct Debit is not available on all accounts. Please check with your financial institution before completing this Direct Debit Request and Service Agreement.**