

**THIS FORM MUST BE RECEIVED AT LEAST 14 DAYS PRIOR TO THE COMMENCEMENT DATE.**

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. (Attached and to be retained by you).

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

**Account details**

<b>Name of financial institution</b>							
<b>Name(s) in which account is held and to be debited</b>							
<b>BSB Number (six digits required)</b>					-		
<b>Account Number</b>							

**Customer Details**

First Name	Last Name						
Address				Post Code			
Home Phone	Work Phone		Mobile				

**Are you the holder of a Centrelink Health Care or Concession Card**

No	Yes	
	Customer Reference No (CRN)	

**Plan Details**

Commencement date    /    /20	Frequency <input type="checkbox"/> Weekly (Mondays) <input type="checkbox"/> Fortnightly (Friday)
Infringement Notice Number/s	
Infringement type (please circle): Parking    Animal    Local Laws    Fire Prevention    Litter    Building    Health	
Amount per fortnight (Minimum \$20) \$	

**Declaration**

By signing and/or providing us with a 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.

**In order to cancel a direct debit arrangement please provide written notification with a minimum of 14 days notice**

Signature (First Account Holder):	Date:    /    /
Signature (Second Account Holder):	Date:    /    /



***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.
- Direct Debits through BECS is not available on all accounts. You are advised to check with your financial institution before completing the DDR.

A fee of \$2.50 (each default) 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**

- Drawing dates must fit in with one of the following. Where the due date falls on a non-business day, we will draw the amount on the next business day. If you are uncertain as to when your account will be debited, contact your financial institution. **Fortnightly- Fridays**

We may vary this agreement at any time by giving you at least 14 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 at Latrobe city Council, PO Box 264, Morwell VIC 3840. We should receive such notice at least 14 business days prior to the due date and before you give notice to your Financial Institution. We may send notices either electronically to your email address or by ordinary post. If sent by mail, communications are taken to be received on the day they would be received in the ordinary post.
- 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 14 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 14 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 have sufficient clear funds available in the relevant account, by the due date, to allow for the payment of Debit Items according to the relevant DDR.
- 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 14 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 14 business days prior if you wish to defer or alter the drawing schedule. This includes variation of amount or frequency and deferment of payment.