

# Direct Debit Request

To request a direct debit from your rates and/or water payments complete this form then print and sign before returning to Muswellbrook Shire Council by mail, fax, scan/email or in person as per above listed contact details. Insufficient information may result in the return of the form for completion prior to your direct debit being set up. Allow three working days for processing.

## Applicant details

Title	<input type="text"/>	Given names (if applicable)	<input type="text"/>	Surname/Company	<input type="text"/>
Daytime phone no.	<input type="text"/>			ACN (if applicable)	ABN (if applicable)
Rate assessment no. (if applicable)	<input type="text"/>			Accounts receivable no. (if applicable)	<input type="text"/>
Property address	<input type="text"/>			Postal address (if different)	<input type="text"/>

## Financial institute details

Muswellbrook Shire Council, User ID 183554, may debit and/or charge any amount through the Bulk Electronic Clearing System, from the account nominated on this form. Each debit or charge must be effected according to the Service Agreement and the Payment Options below.

Name of financial institution	<input type="text"/>
Postal address of financial institution	<input type="text"/>

## Account to be debited

Account name	<input type="text"/>		
BSB	<input type="text"/>	-	<input type="text"/>
Account no.	<input type="text"/>		

## Frequency/amount – tick which applicable

<b>Rates</b>	<input type="checkbox"/> Annual A/C Due Dates	<input type="checkbox"/> Quarterly A/C Due Dates	<input type="checkbox"/> Monthly Last Thursday	<input type="checkbox"/> Fortnightly Thursdays	<input type="checkbox"/> Weekly	\$ <input type="text"/>	From date* <input type="text"/>
<b>Water</b>	<input type="checkbox"/> Due Date A/C Due Date			<input type="checkbox"/> Fortnightly Thursdays	<input type="checkbox"/> Weekly	\$ <input type="text"/>	From date* <input type="text"/>
<b>Other</b>	<input type="checkbox"/> Monthly Last Thursday of the month					\$ <input type="text"/>	From date* <input type="text"/>

## Acknowledgement

By signing this Direct Debit Request you acknowledge that you have read and understood the Service Agreement on page 2 of this document.

**If a joint account, please have all account holders sign.**

**If the account is held by a company, please have one director and the company secretary each sign. If you are signing for and on behalf of another person or entity, please state the capacity in which you sign, in the signature box to the right.**

Signature 1

Signature 2  
(if applicable)

Date

## Direct Debit Request Service Agreement

### Definitions

- **Us** or **we** means Muswellbrook Shire Council.
- **You** means the customer who signed this Direct Debit Request.
- **Account** means the financial account you hold with your financial institution, from which we are authorised to arrange for funds to be debited.
- **Your financial institution** is the financial institution where you hold the account that you have authorised us to arrange the debit.
- **Agreement** means this Direct Debit Request Service Agreement between you and us.
- **Business day** means a day other than Saturday, Sunday or a public holiday observed within the Muswellbrook Shire.
- **Debit day** means the day that payment by you to us is due.
- **Debit payment** means a transaction where a debit is made from your account.

### Debiting your account

- By submitting a direct debit request, you authorise and request us to arrange for funds to be debited from your nominated Account.
- In terms of the direct debit request arrangement between us and you, Council undertakes to periodically debit your nominated account for the payment of Council rates or water usage and charges.
- We will only arrange for funds to be debited from your account as authorised in this direct debit request.
- If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the preceding business day.
- It is your responsibility to have sufficient clear funds available in your Account on the due date to permit payment of debits in accordance with your direct debit request.

**Muswellbrook Shire Council is committed to protecting your privacy.** We take all reasonable steps to comply with relevant legislation and Council policy. For further information phone 02 6549 3700 or email [council@muswellbrook.nsw.gov.au](mailto:council@muswellbrook.nsw.gov.au).

- If your nominated account does not contain sufficient funds, a dishonour fee will be charged on each dishonour in accordance with Council's fees and charges. If the direct debit dishonours on three occasions, then this direct debit arrangement will be cancelled.
- By requesting a direct debit arrangement, you consent and acknowledge that you are authorised to give direct debit instructions on the nominated Account.

### Check with your financial institution:

- Please check with your financial institution as to whether direct debiting is available from your account.
- Please check that the BSB and account number you have provided us are correct. Your most recent account statement should display this information.

### Protecting your privacy

- We take all reasonable steps to comply with relevant legislation and Council policy. For further information phone 02 6549 3700 or email [council@muswellbrook.nsw.gov.au](mailto:council@muswellbrook.nsw.gov.au).

### Notify Council of any changes that may affect your Direct Debit Agreement

- Notify us in writing of anything relating to this agreement. You may choose to email or mail your notification.  
Email: [council@muswellbrook.nsw.gov.au](mailto:council@muswellbrook.nsw.gov.au)  
Postal address: Muswellbrook Shire Council, PO Box 122  
MUSWELLBROOK NSW 2333.
- Any notice will be deemed to have been received 2-3 business days after it is posted by mail.
- Confirmation of your request will be sent to you using the same method by which you advised us, i.e. email or post.