

Young Shire Council

Direct Debit Request Service Agreement



1 Direct Debit details

Maximum amount to be debited	\$	_____
Frequency of debit	W,F,M,Q	_____
First payment date	dd/mm/yyyy	_____
Final payment date	dd/mm/yyyy	_____

2 The Customer will be advised 14 *days* in advance of any changes to the *Direct debit* arrangements;

3 For all matters relating to the *Direct debit* arrangements, the Customer will need to:

- Call our Customer Information Line on (02) 6380 1200
- and/or**
- Visit our office
- and/or**
- Send written correspondence to the address Locked Bag 5, YOUNG NSW 2594 stating the *request/issue*
- and**
- Allow for 7 *days* (duration) for the amendments to take effect.

4 The Customer should be aware that:

- a** *Direct debiting* through BECS is not available on all *accounts*; and,
- b** *Account details* should be verified with a recent statement from the Customer's financial *institution*,

If the Customer is in any doubt, then verification with the *financial institution* before completing the drawing authority, should be conducted.

5 It is the Customer's responsibility to ensure sufficient cleared funds are in the nominated debiting *account* when the payments are to be drawn-down.

6 If the due date for payment falls on a non-working *day* or public holiday, the payment will be processed on the next working *day*. If the Customer is in any doubt, please refer to Point 7 for further clarification.

7 For returned unpaid transactions, the following procedures and/or policy shall apply:

- The *Direct Debit* will continue as arranged no second attempt will be made.

Fees and charges (if applicable):

- bank fees for non-*direct debit* – as per Councils' Fees & Charges

8 All customer records and *account* details shall be kept private and confidential to be disclosed only at the *request* of the Customer or *financial institution* in connection with a claim made to an alleged incorrect or wrongful debit.