



Direct Debit Request

Direct Debit Request Service Agreement

Keep this for your own records

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Council of the City of Gold Coast (Council) and yourself. It sets out your rights, our commitment to you and your responsibilities to us, together with where you should go for further assistance.

All personal customer information held by Council will be kept confidential except the information provided to our financial institution to initiate the drawing to your nominated account.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between Council and signed by you, we undertake to periodically debit your nominated account for the agreed amount for Rates and Charges.

Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on the commencement date as shown on the Direct Debit Request form. Please note that Council needs to receive this application at least five (5) working days before the commencement date stated to allow a drawing to be made on that date.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day.
- If you wish to discuss any changes to the initial terms, please contact Council.
- Council will advise you fourteen (14) days in advance of any variations to the Direct Debit Request and Agreement.

Your rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, please complete a **Direct Debit Change Request Form**. For any changes please allow five (5) working days before the next scheduled drawing date. For any urgent cancellations, please contact Council.

These changes may include:

- altering the schedule, or
- cancelling the DDR completely.

Please note that if you sell the property on which the DDR arrangement is made you must notify Council immediately.

Enquiries

Direct all enquiries to us rather than to your financial institution. All communication addressed to us should include your notice number which is located on the top left hand corner of the notice.

How to contact us

Telephone:

07 5667 5995 or 1300 366 659 (7am to 6pm, Monday to Friday),
or from outside Australia call + 61 7 5667 5995

Access our Online Rates Enquiry Form:

cityofgoldcoast.com.au/rates

Mail:

The City of Gold Coast
PO Box 5042, GOLD COAST MC QLD 9729



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Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us.
- If you do not receive a satisfactory response from us about your dispute, contact your financial institution who will respond to you with an answer to your claim.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your commitment to us

Direct debit through Bulk Electronic Clearing System (BECS) is not available on all accounts. It is your responsibility to ensure:

- you check your account details including the Bank State Branch (BSB) number directly against a recent statement from your financial institution,
- your nominated account can accept direct debits (your financial institution can confirm this),
- that where your nominated account requires more than one signature for authorisation, all authorised signatories are included,
- that on the drawing date there is sufficient cleared funds in the nominated account,
- that you advise us if the nominated account is transferred or closed, and
- that you advise us immediately if you sell the property on which the DDR arrangement is made. This will ensure that, provided at least five (5) working days notice is given, the next drawing will not be made against your account.

If your drawing is returned or dishonoured by your financial institution, you must arrange for the outstanding payment to be made by another method, as we will not automatically re-process the drawing. You may incur fees or charges imposed or incurred by us and also your financial institution may charge you.

Privacy statement

Council of the City of Gold Coast (Council) is collecting your personal information in order to provide a direct debit payment service as requested by you. Your use of the direct debit service is voluntary. The financial information provided will only be used by authorised Council and bank officers for the purpose of enabling a direct debit service for payments to Council. Your financial information will not be given to any person or agency unless you have given us the permission or we are required by law or in the event of a claim or relating to an alleged incorrect or wrongful debit the bank may require this information.

The contact information provided will be used to update and maintain Council's customer information records and so we may contact you. Your contact information is handled in accordance with the Information Privacy Act (Qld) 2009 and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. Please read our Privacy Policy for further information.