



Wyong Shire Council

Direct Debit Request Service Agreement

**DIRECT
DEBIT**

This Direct Debit Request (DDR) Service Agreement is issued by Wyong Shire Council

1. Council's commitment to you the Ratepayer

- Information relating to your financial institution and account details are kept confidential, except where required for the purposes of conducting Direct Debits with your financial institution.
- Where the due date is not a business day, Council will draw from your nominated financial institution account on the nearest business day.

2. Your commitment as a Ratepayer

It is your responsibility to:

- Ensure your nominated account can accept Direct Debits.
- Ensure there are sufficient funds available in the nominated account to meet the drawing on the due date.
- That all account holders on the nominated financial institution account have signed the DDR form.
- Advise Council if the nominated account is transferred or closed, or the account details change.
- Arrange a suitable payment method if Council cancels the drawing arrangement.

3. Your Rights

To alter the drawing arrangements as set out on the DDR form, you must give advice at least seven (7) working days prior to the draw date for any of the following in writing:

- Stopping an individual drawing.
- Defer a drawing.
- Suspending future drawings.
- Altering the DDR schedule.
- Cancelling the drawings completely.

4. Other Information

- The details of your drawing arrangements are contained in the DDR schedule.
- Council reserves the right to ask that instructions from a customer to stop or in any way alter the drawing details are in written or electronic form.
- Council reserves the right to cancel debit arrangements if three consecutive debits are dishonoured by your financial institution and arrange with you an alternative payment method Dishonour fees will apply in this instance and charged to the account.
- Your debit arrangements is also governed by the Local Government Act 1993
- Section 564 - Agreement as to periodical payment of Rates and Charges.
- Section 562 - Payment of Rates and Charges by Quarterly Instalment.
- Where arrears of rates and charges apply at the time of commencement of your Debit arrangements amounts will be credited against these arrears first until paid or an alternative method of payments must be made.