Direct debit request - rates

What you need to do

Complete and submit the form
Make sure all sections are complete and you submit this form via email or by mail.

What comes next
We will process your application and advise when the first payment will be deducted.

Read before starting

By submitting this application you authorise and request for **City of Port Phillip User ID: 302536** to arrange, through its own financial institution, a debit to your nominated account any amount City of Port Phillip has deemed payable by you.

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.

Direct Debit Request service agreement
Details of the Direct Debit Request service agreement are available on **page 4**.

How to apply
Submit this form to:
- 03 9209 6777
- rates@portphillip.vic.gov.au
- City of Port Phillip
  Private Bag 3, St Kilda VIC 3182

1 Declaration

I am the:

owner

tenant / occupier

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 City of Port Phillip as set out in this request and in your direct debit request service agreement.

I understand that this is an ongoing agreement for 9 months of each financial year from 15 October to 15 June and will only be cancelled upon written request or if Council is advised of a change of ownership.

2 Applicant details

If applying as an individual

First name   Last name

If applying as a business entity

Company name   ABN/ACN (if available)

Contact details

Unit number   Number   Street name

Suburb / locality   State   Postcode

Best phone number to contact you on   Email

3 Account details

Name/s on account

Financial institution name   Account number   BSB number (six digits)

4 Property details

Entry 1
Assessment number   Property details

Entry 2
Assessment number   Property details

Entry 3
Assessment number   Property details

Entry 4
Assessment number   Property details

5 | Signature

Signature 1

Signature 2

Full name

Full name

Position (if signing for a company, sign and print full name and capacity for signing eg. Director)

Position (if signing for a company, sign and print full name and capacity for signing eg. Director)

Date

Date

Direct Debit Request service agreement

This is your Direct Debit service agreement with City of Port Phillip, user ID: 302536, ABN 21 762 977 945. It explains what your obligations are when undertaking a direct debit arrangement with us. It also details what our obligations are to you as your direct debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your direct debit request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request service Agreement between you and us.

Banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct Debit Request means the Direct Debit Request between us and you.

Us or **we** means City of Port Phillip, (the debit user) you have authorised by requesting a Direct Debit Request.

You means the customer who has signed or authorised by other means the Direct Debit Request.

Your financial institution means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.

Definitions

By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request or we will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

Amendments by us

We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least **fourteen (14) days** written notice.

Amendments by you

You may change or cancel this agreement at anytime by providing us with at least fourteen (14) days notification via the following options:

- ✉ rates@portphillip.vic.gov.au
- 🌐 portphillip.vic.gov.au/pay-apply-report
- 📞 **ASSIST** 03 9209 6777

Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient clear funds in your account to meet a debit payment:

- you may be charged a fee and/or interest by your financial institution;
- you may also incur fees or charges imposed or incurred by us; and
- you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct.

Accounts

You should check:

- with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.
- your account details which you have provided to us are correct by checking them against a recent account statement; and
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

Dispute

If you believe there has been an error in debiting your account, you should notify us directly by calling ASSIST on 03 9209 6777 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up directly with your financial institution.

If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

Confidentiality

We will keep any information (including your account details) in your Direct Debit Request 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 required by law; or
- for the purposes of this.