

Direct Debit

New/Amendment Request

Request and Authority to debit	Customer Name: <input style="width: 90%;" type="text"/> Company Name: <input style="width: 90%;" type="text"/> request and authorise Cook Shire Council to arrange a debit to your nominated account to pay for Assessment No: <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> <input style="width: 15%;" type="text"/> This debit or charge will be arranged by [debit user name]'s financial institution and made through the Bulk Electronic Clearing System Framework (BECS) from your nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.
Amount of debit	<input type="checkbox"/> Payment in full (Extracted on due date) <input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly Amount \$ <input style="width: 100px;" type="text"/> Start Date: <input style="width: 100px;" type="text"/>
Your account to be debited	Name/s on account: <input style="width: 90%;" type="text"/> Financial institution name: <input style="width: 90%;" type="text"/> BSB number (Must be 6 Digits) <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> Account number <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>
Your contact details	Address: <input style="width: 60%;" type="text"/> <input type="checkbox"/> Preferred Contact Email: <input style="width: 60%;" type="text"/> <input type="checkbox"/> Preferred Contact Phone: <input style="width: 60%;" type="text"/> <input type="checkbox"/> Preferred Contact Please tick which is the best way for us to write to you.
Confirmation	By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you confirm that: <ul style="list-style-type: none"> you are authorised to operate the nominated account; and you have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Request Service Agreement.
	Signed in accordance with the account authority on your account. <i>(Contact Details Above)</i> Signature: <input style="width: 300px;" type="text"/> Date: <input style="width: 100px;" type="text"/>
Second account signatory (if required)	Signed in accordance with the account authority on your account: Signature: <input style="width: 300px;" type="text"/> Date: <input style="width: 100px;" type="text"/> Name: <input style="width: 90%;" type="text"/> Address: <input style="width: 90%;" type="text"/> Email: <input style="width: 90%;" type="text"/> Phone: <input style="width: 90%;" type="text"/>
Signing for a Company	You must be authorised to sign on behalf of the company AND you must have authority to operate the Company' bank account. Signature: <input style="width: 300px;" type="text"/> Date: <input style="width: 100px;" type="text"/> Name: <input style="width: 250px;" type="text"/> Position: <input style="width: 250px;" type="text"/> Address: <input style="width: 90%;" type="text"/> Email: <input style="width: 350px;" type="text"/> Phone: <input style="width: 100px;" type="text"/>

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Cook Shire Council (User ID 423-440 – ABN 45 425 085 688) the Debit User. 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	<p>account means the account held at <i>your financial institution</i> from which we are authorised to arrange for funds to be debited.</p> <p>agreement means this Direct Debit Request Service Agreement between <i>you</i> and <i>us</i>.</p> <p>banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.</p> <p>debit day means the day that payment by <i>you</i> to <i>us</i> is due.</p> <p>debit payment means a particular transaction where a debit is made.</p> <p>Direct Debit Request means the written, verbal or online request between <i>us</i> and <i>you</i> to debit funds from your account.</p> <p>us or we means Cook Shire Council, (the Debit User) <i>you</i> have authorised by requesting a <i>Direct Debit Request</i>.</p> <p>you means the customer who has authorised the <i>Direct Debit Request</i>.</p> <p>your financial institution means the financial institution at which <i>you</i> hold the <i>account</i> is maintained <i>you</i> have authorised <i>us</i> to debit.</p>
1. Debiting your account	<p>1.1. By submitting a <i>Direct Debit Request</i>, <i>you</i> have authorised <i>us</i> to arrange for funds to be debited from <i>your account</i>. The <i>Direct Debit Request</i> and this <i>agreement</i> set out the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>1.2. We will only arrange for funds to be debited from <i>your account</i> as authorised in the <i>Direct Debit Request</i>.</p> <p style="text-align: center;">or</p> <p>We will only arrange for funds to be debited from <i>your account</i> if we have sent to the email / address nominated by <i>you</i> in the <i>Direct Debit Request</i>, a billing advice which specifies the amount payable by <i>you</i> to <i>us</i> and when it is due.</p> <p>1.3. If the <i>debit day</i> falls on a day that is not a <i>banking day</i>, we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i>. If <i>you</i> are unsure about which day <i>your account</i> has or will be debited <i>you</i> should ask <i>your financial institution</i>.</p>
2. Amendments by us	<p>2.1. We may vary any details of this agreement or a <i>Direct Debit Request</i> at any time by giving you at least fourteen (14) days written notice sent to the preferred email / address you have given us in the <i>Direct Debit Request</i>.</p>
3. How to cancel or change direct debits	<p>You can:</p> <p>(a) cancel or suspend the <i>Direct Debit Request</i>; or</p> <p>(b) change, stop or defer an individual debit payment</p> <p>at any time by giving at least five (5) days notice.</p> <p>To do so, contact us at Cook Shire Council by:</p> <p>post: PO Box 3 COOKTOWN QLD 4895</p> <p>email: mail@cook.qld.gov.au</p> <p>telephone: (07) 4082 0500 (during business hours)</p> <p>You can also contact your own financial institution, which must act promptly on your instructions.</p>
4. Your obligations	<p>4.1. 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 <i>Direct Debit Request</i>.</p> <p>4.2. <i>If there are insufficient clear funds in your account to meet a debit payment:</i></p> <p>(a) you may be charged a fee and/or interest by your financial institution;</p> <p>(b) we may charge you reasonable costs incurred by us on account of there being insufficient funds; and</p> <p>(c) 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.</p> <p>4.3. You should check your account statement to verify that the amounts debited from your account are correct.</p>
5. Dispute	<p>5.1. If you believe that there has been an error in debiting your account, you should notify us directly on rates@cook.qld.gov.au or (07) 4082 0500. Alternatively you can contact your financial institution for assistance.</p> <p>5.2. If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging within a reasonable period 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.</p> <p>5.3. 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.</p>
6. Accounts	<p>You should check:</p> <p>(a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.</p> <p>(b) your account details which you have provided to us are correct by checking them against a recent account statement; and</p> <p>(c) with your financial institution before completing the <i>Direct Debit Request</i> if you have any queries about how to complete the <i>Direct Debit Request</i>.</p>
7. Confidentiality	<p>7.1. We will keep any information (including your account details) in your <i>Direct Debit Request</i> 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.</p> <p>7.2. We will only disclose information that we have about you:</p> <p>(a) to the extent specifically required by law; or</p> <p>(b) for the purposes of this agreement (including disclosing information in connection with any query or claim).</p>
8. Contacting each other	<p>8.1. If you wish to notify us in writing about anything relating to this agreement, you should write to: Cook Shire Council, PO Box 3, COOKTOWN QLD 4895.</p> <p>8.2. We will notify you by sending a notice to the preferred address or email you have given us in the <i>Direct Debit Request</i>. Any notice will be deemed to have been received on the second banking day after sending.</p>