

# Request for direct debit - rates payments (Individual)



City of HOBART

## When to use this form

Use this form if you would like to:

- pay your rates using direct debit
- update your details on an existing direct debit
- cancel an existing direct debit

Direct debit is the electronic transfer of money from your bank account to make regular payments. You can authorise the City of Hobart to debit your bank account weekly, fortnightly, monthly, when instalments are due or annually.

Benefits include:

- it is fast and secure
- you pay your rates at intervals of time that suit you
- you don't have to worry about late payments
- there are no extra charges for this service

Please note for any direct debits that are dishonoured and returned unpaid, Council will charge an administrative fee on each occasion.

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## Personal details

The details below need to be completed by the person who is making the request.

**This request is a (Select 1 option)** Required

- new application
- change of account details only
- cancellation of an existing direct debit

**First name** Required

**Last name** Required

**Email address** Required

Telephone number Required

Property ID (you can find this on the top right corner of your rates notice) Required

Property address Required

Is this your postal address? (Select 1 option) Required

- yes
- no

Answer this question if you selected 'no' in *Personal details > Is this your postal address?*

Postal address Required

Preferred contact method (Select 1 option) Required

- email
- Australia Post

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## Account details

This information applies if you selected 'cancellation of an existing direct debit' in *Personal details > This request is a*

Please provide details of the account to be cancelled.

This information does not apply if you selected 'cancellation of an existing direct debit' in *Personal details > This request is a*

Please provide details of the account to be debited (savings or cheque account only).

Name and branch of financial institution Required

Bank account name Required

Skip this question if you selected 'cancellation of an existing direct debit' in *Personal details > This request is a*

BSB number (must be 6 digits) Required

Skip this question if you selected 'cancellation of an existing direct debit' in *Personal details > This request is a*

Bank account number Required

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## Direct debit details

Skip this question if you selected 'cancellation of an existing direct debit' in *Personal details > This request is a*

What frequency would you like your payments debited? (Select 1 option) Required

- weekly
- fortnightly
- monthly
- when instalments are due
- annually

Answer this question if you selected 'cancellation of an existing direct debit' in *Personal details > This request is a*

When would you like the direct debit to finish? (Select 1 option) Required

- immediately
- specific date

Answer this question if you selected 'specific date' in *Direct debit details > When would you like the direct debit to finish?*

Finish date (must be a Thursday) Required (submitting online? Use the calendar icon on the right to select the date)

D	D	M	M	Y	Y	Y	Y
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Skip this question if you selected 'cancellation of an existing direct debit' in *Personal details > This request is a*

When would you like the direct debit to start? (for weekly, fortnightly and monthly deductions, this must be on a Thursday)

Required

(submitting online? Use the calendar icon on the right to select the date)

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Additional information

## Direct debit agreement

This is your Direct Debit Service Agreement with Hobart City Council, User Id 065809, ABN 39 055 343 428 (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

**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 written, verbal or online request between *us* and *you* to debit funds from your account.

**us** or **we** means **Hobart City Council** (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.

**you** means the customer who has authorised the *Direct Debit Request*.

**your financial institution** means the financial institution at which you hold the *account* is maintained you have authorised us to debit.

## 1. Debiting your account

1.1 By submitting a *Direct Debit Request*, you have authorised us to arrange for funds to be debited from your account. The *Direct Debit Request* and this *agreement* set out the terms of the arrangement between us and you.

1.2 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 email/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.

1.3 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.

## 2. Amendments by us

2.1 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 sent to the preferred email/address you have given us in the *Direct Debit Request*.

## 3. How to cancel or change direct debits

You can:

- (a) cancel or suspend the *Direct Debit Request*; or
- (b) change, stop or defer an individual debit payment at any time by giving at least **5 working days** notice before the next scheduled payment date.

**This can be done by completing the direct debit request form (selecting change of account details) and submitting online or by posting to Rates, City of Hobart, GPO Box 503, Hobart TAS 7001 or email to [coh@hobartcity.com.au](mailto:coh@hobartcity.com.au).**

You can also contact your own financial institution, which must act promptly on your instructions.

## 4. Your obligations

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 *Direct Debit Request*.

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

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) we will charge you an administrative fee on account of there being insufficient funds; and
- (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*.

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

4.4 If your direct debit is dishonoured and returned unpaid, the following procedure will apply

- (i) on the first occasion a letter will be sent to the customer
- (ii) on the second occasion a final letter will be sent to the customer
- (iii) on the third occasion the direct debit will be cancelled by notification in writing and the customer requested to make alternative arrangements for the payment of outstanding rates.

4.5 Council will charge an administrative fee on each occasion the direct debit is dishonoured and returned unpaid.

## 5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on tel: **03 – 6238 2787** or email [coh@hobartcity.com.au](mailto:coh@hobartcity.com.au). Alternatively you can contact your financial institution for assistance.

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 a refund of the incorrectly debited amount to your account. We will also notify you in writing of the amount by which your account has been refunded.

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.

## 6. Accounts

You should check:

- (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.
- (b) *your account details* which *you* have provided to *us* are correct by checking them against a recent *account statement*; and
- (c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

## 7. Confidentiality

7.1 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.

7.2 We will only disclose information that we have about *you*:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

## 8. Contacting each other

8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to:

**Rates Team**

**City of Hobart**

**GPO Box 503**

**HOBART, TAS 7001**

**Email: [coh@hobartcity.com.au](mailto:coh@hobartcity.com.au)**

8.2 We will notify *you* by sending a notice to the preferred address or email *you* have given *us* in the *Direct Debit Request*. Any notice will be deemed to have been received on the fifth *banking day* after sending.

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## Authority to debit

By completing this request for direct debit, I request and authorise the City of Hobart (user ID 065809) to arrange a debit from my nominated account to pay for my rates instalment.

This debit or charge will be arranged by my financial institution and made through the Bulk Electronic Clearing System Framework (BECS) from my nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

**By signing and/or providing the City of Hobart with a valid instruction in respect of this request I confirm that: (Select 1 or more options)**

- I am authorised to operate the nominated account. **Required**
- the information I have provided is true and correct. **Required**
- I have read, understand and agree to the terms and conditions set out in the direct debit agreement outlined above. **Required**
- by typing my name below I have signed this request. **Required**

**Name of signatory** **Required**

**Date** **Required** (submitting online? Use the calendar icon on the right to select the date)

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For information on how the City of Hobart manages, handles and protects personal information it collects please refer to the [Privacy Statement and Policy](#).

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*End of form*