

Direct Debit Request Service Agreement

Enquiries

In the first instance direct all your enquiries directly to the Shire of Serpentine Jarrahdale, rather than your financial institution. Any enquiries (altering the schedule, or cancelling the arrangement) should be made at least three (3) working days prior to the next drawing date by contacting the Rates Department in writing and/ or via email to info@sjshire.wa.gov.au.

Privacy of Information

The Shire takes all reasonable steps to keep all personal information held by the Shire confidential except for information we provide to our financial institution to initiate the drawing from your nominated account.

Your Responsibilities

- (a) Ensure that your nominated account can accept Direct Debits with your financial institution.
- (b) Ensure that on the drawing date there are sufficient funds available in your nominated account.
- (c) Advise the Shire accordingly should your account be transferred or closed.
- (d) Provide information of any alterations to your existing arrangement to the Shire in writing.
- (e) If the direct debit payment is dishonoured, payment will need to be made by another method or the Shire may cancel the payment arrangement.

Interest

Interest, in accordance with section 6.51 of the *Local Government Act 1995*, will continue to accrue daily until the rates balance is settled in full.

Payment Arrangement Review

Payment arrangements are reviewed by the Shire on an individual basis annually and/ or during a rating year, a request may be made by email to the Ratepayer to adjust the debited amount.

Dishonour Fees

The Shire will pass on to you the bank fee of \$20 incurred that relate to a dishonoured direct debit drawing. If your drawing is dishonoured, you will be advised by email.

Disputes

If you believe that an error has been made, contact the Shire's rates department on 9526 1134, the dispute must then be followed up in writing and/or via email to info@sjshire.wa.gov.au.

On receipt of any dispute the Shire will address the issue and advise of the outcome within five (5) working days.

If you do not receive a satisfactory result from the Shire of Serpentine Jarrahdale about your dispute, contact your financial institution.

Debt Recovery

The Shire may cancel payment arrangements if there are three (3) dishonoured payments in a rating year, the Shire may then commence immediate debt recovery procedures. In addition to outstanding arrears, legal costs will be recoverable from you, pursuant to section 6.56 of the Local Government Act 1995 (WA).

To the Shire of Serpentine Jarrahdale,

Please accept this application to make official arrangements to pay the Rates and Service charges for the below listed property.

Assessment Number: ____

Property Address: ____

As part of forming this arrangement, I hereby agree to abide by my commitment and understand that if I am in default of this arrangement or if any payments are dishonoured, then Council will commence immediate debt recovery procedures. Payment arrangements attract penalty interest as per the Council's Budget and dishonoured payments will incur a fee of \$20.00 per transaction.

I understand that this payment arrangement will not be affected until the Shire accepts the payment proposal in writing.

Name:						
Contact Nu	umber:					
Postal Add	Iress:					
Email Add	ress:					
Signed by	the Ratepayer:		Date: _			
$\Delta \tau$	T: 9526 1111	F: 08 9525 5441	E: info@sjshire.wa.gov.au	W: sjshire.wa.gov.au		
Q	A: 6 Paterson	n Street Mundijong	ABN: 98 924 720 841			

Direct Debit Payment Arrangement for Shire Rates and Services



Continued

Bank Account Details

I/we request that the Shire of Serpentine Jarrahdale draw by way of the Direct Debit System, the amount and interval below from the named financial institution for the payment of Shire Rates and Services.

Name of Financial Institution:						
BSB Number:					-	
Account Number: *Not available on credit cards						
Account in the name of:					-	
Commencement Date: *Direct debits only occur on Fridays						
Amount: *Minimum of \$70 per week. Subject to the outstanding balance amount	\$ _	Weekly	\$ Fortnightly	\$ Monthly		

Direct debits will continue INDEFINITELY unless otherwise advised by the Shire or the Ratepayer in writing.

Direct Debiting is not available on the full range of accounts. If in doubt, please contact your bank.

I/we acknowledge that this Direct Debit arrangement is governed by the terms of the Client Service Agreement received from you.

Account Holders Signature/s: _____

Date: ____



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 W: sjshire.wa.gov.au

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