

**CITY OF BAYSWATER**

Civic Centre, 61 Broun Avenue, Morley, WA 6062  
 Business Hours: 8:30am to 4:30pm  
 Telephone: (08) 9272 0922 Facsimile: (08) 9272 0665  
 Postal Address: PO Box 467, Morley, WA 6943  
 Email: mail@bayswater.wa.gov.au

Assessment No: \_\_\_\_\_

(Located on the top right corner of your Rate Notice)

Property Address: \_\_\_\_\_

Owners Name: \_\_\_\_\_

**Direct Debit Request**

**Request and Authority to debit the account named below to pay  
 City of Bayswater**

I/We authorise payment of rates by the following payment method

Please tick one only:

**PAYMENT IN FULL**

- Prize Incentive Draw Due Date  
 Annual Due Date

**INSTALMENT OPTIONS**

Please note that the instalment options are only available until the due date of the rate notice. For the cost of option please refer to your rate notice.

- 2 payment instalment option  
 4 payment instalment option

**OR****SPECIAL ARRANGEMENT**

I/We would like to pay rates by Special arrangement. I/We agree to the following conditions:

- Current year's rates & charges will need to be completed by 31 March of the current financial year.
- A 'once off' administration fee of \$22.00 will apply (excluding full entitled pensioner/seniors).
- Late payment interest will be applied on this account at 11% pa from the due date of the rate notice (excluding fully entitled pensioners/seniors).
- Direct debit will continue throughout the year unless otherwise notified in writing by the property owner.

**Amount to be debited per payment:**

Note: payments must be of an equal amount over the payment period. **MINIMUM AMOUNT \$60.00**

\$	Rates must be cleared by 31 March
----	-----------------------------------

**Frequency of Debit (tick which is applicable):**

- Four Weekly  Fortnightly  Weekly

Date ___ / ___ / ___	Must be a Friday
----------------------	------------------

Surname or company name \_\_\_\_\_

Given names or ABN/ARBN \_\_\_\_\_ "you"

request and authorise the City of Bayswater, User Id: 165364 to arrange, through its own financial institution, a debit to your nominated account any amount the City of Bayswater, 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.

Financial institution Name \_\_\_\_\_

Address \_\_\_\_\_

Name/ on account \_\_\_\_\_

BSB number (Must be 6 Digits) |\_|\_|\_|\_|\_| - |\_|\_|\_|\_|\_|

Account number |\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|

By signing you have understood and agreed to the terms and conditions governing the debit arrangements between you and the City of Bayswater as set out in this Request and in your Direct Debit Request Service Agreement

Signature \_\_\_\_\_

(If signing for a company, sign and print full name and capacity for signing eg. director)

Contact Number \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Date \_\_\_ / \_\_\_ / \_\_\_

**Second account signatory (if required)**

Signature \_\_\_\_\_

(If signing for a company, sign and print full name and capacity for signing eg. director)

Address \_\_\_\_\_

Date \_\_\_ / \_\_\_ / \_\_\_



## CITY OF BAYSWATER

Civic Centre, 61 Broun Avenue, Morley, WA 6062

Business Hours: 8:30am to 4:30pm

Telephone: (08) 9272 0922 Facsimile: (08) 9272 0665

Postal Address: PO Box 467, Morley, WA 6943 Email: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

### Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with the City of Bayswater, User Id 165364, & ABN 61 054 006 131. 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 Bayswater (the Debit User) you have authorised by requesting a Direct Debit Request.

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

**your financial institution** means the financial institution nominated by you on the DDR at which the account is maintained.

#### 1. Debiting your account

1.1 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.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

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) business days** written notice.

#### 3. Amendments by you

3.1 You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen **(14) business days** notification by writing to:

City of Bayswater, PO Box 467 MORLEY WA 6943, - Email: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

or

By telephoning us on (08) 9272 0922 during business hours;

or

Arranging it through your own financial institution, which is required to act promptly on your instructions.

\*Note: in relation to the above reference to 'change' you debit payment only to the extent of advising us the City of Bayswater, your new account details.

#### 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) 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 bank statement to verify that the amounts debited from your account are correct.

The City of Bayswater will reprocess the transaction within five (5) business days.

In the event of two (2) rejected payments, the City will cancel the Direct Debit and commence normal debt recovery action.

## 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on (08) 9272 0922 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.
- 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 notifying you in writing of the details by which your rates account has been adjusted.
- 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. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to  
City of Bayswater, PO Box 467 MORLEY WA 6943 - Email: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.

## 9. General Information

- 9.1 Direct all enquiries to the City of Bayswater, rather than to your Financial Institution, and these should be made at least five (5) business days prior to the next scheduled drawing day. All communication addressed to the City should include your rates assessment number.
- 9.2 The City of Bayswater accepts no responsibility for correspondence not being received, being received late due to postal delays, or for being illegible.

### Please return your completed form to:

Mail: City of Bayswater, PO Box 467, MORLEY WA 6943

Fax: 9272 0665

Email: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

One of our Customer Service Centres:

- Civic Centre: 61 Broun Avenue MORLEY WA 6062
- Max Tulley Information Centre: Shop 50, Galleria MORLEY 6062
- The Rise: 28 Eighth Avenue MAYLANDS WA 6051