

# RATES DIRECT DEBIT CLIENT SERVICES AGREEMENT

Isaac Regional Council is collecting personal information you supply on this form for the sole purpose of processing your direct debit request biannually. Your personal information will be used by Council officers who have been authorised to assist in the coordination of this service. The information will be used in setting up and processing your direct debit request. The information will not be given to any other person or agency unless required by law or unless permission is sought from the person declared within this request. Personal information will be handled in accordance with the *Information Privacy Act 2009*.

**PLEASE NOTE** by signing this Direct Debit Agreement, you have authorised Council to arrange for funds to be debited from you nominated account. You should refer to the Direct Debit Request Terms and Conditions of this arrangement between Isaac Regional Council and you.

## PROPERTY DETAILS

OWNER NAME (1)	
DATE OF BIRTH, ABN OR ACN	
OWNER NAME (2)	
DATE OF BIRTH, ABN OR ACN	
PROPERTY NUMBER	
PROPERTY ADDRESS	
POSTAL ADDRESS	
PHONE	MOBILE
EMAIL	

## ACCOUNT DETAILS

BANK / INSTITUTION	
BSB	ACCOUNT
ACCOUNT NAME/S	

## RATES DIRECT DEBIT – TERMS AND CONDITIONS

### DIRECT DEBIT ARRANGEMENT

- Isaac Regional Council will advise you, in writing (Council Rate Notice), the details of the Rates Direct Debit drawing arrangements (amount, frequency and commencement date) at least Twenty Eight (28) days prior to the first drawing
- Where the due date for Direct Debit falls on a non-business day, Council will draw such amount on the next available business day
- The amount or frequency of Direct Debit drawing arrangements will not be altered without your prior approval
- Council reserves the right to cancel the Rates Direct Debit drawing agreement if Three (3) or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method

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- All information pertaining to your nominated account with a Financial Institution will be kept private and confidential

## YOUR RIGHTS

- You may terminate the Rates Direct Debit drawing arrangements at any time by giving written notice to the Rates Office, Isaac Regional Council. Notice given to the Isaac Regional Council should be received at least Ten (10) business days prior to the due date via [records@isaac.qld.gov.au](mailto:records@isaac.qld.gov.au) or PO Box 97, Moranbah QLD 4744
- Where you consider that a drawing amount has been initiated incorrectly (outside the Rates Direct Debit arrangements) you should contact Isaac Regional Council immediately, or lodge a Direct Debit Claim through your nominated Financial Institution

## YOUR RESPONSIBILITIES

- It is your responsibility to ensure that sufficient cleared funds are available a minimum Three (3) days prior to the due date in the nominated account
- It is your responsibility to ensure that the authorisation given to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where the account is based
- It is your responsibility to advise Isaac Regional Council if the account nominated by you to receive the Rates Direct Debit drawings is transferred or closed
- It is your responsibility to arrange with us a suitable alternate payment method if the Rates Direct Debit drawing arrangements are cancelled either by yourselves or your nominated Financial Institution
- It is your responsibility to check your account statement to verify that the amounts drawn from your account are correct. If you believe an error has been made in your account please contact Council on 1300 ISAACS (472 227)

## DECLARATION

I/we request that you draw by way of the Direct Debit System, any amount outstanding on the property as stated above. I understand that this transaction will occur twice per year in line with Council's Rating Periods. The monies are to be drawn from my/our account by Isaac Regional Council.

I/we acknowledge that this Direct Debit arrangement is governed by the terms of this agreement.

## AUTHORISATIONS

<b>SIGNATURE</b>		<b>DATE</b>	
<b>PRINT NAME (1)</b>			
<b>SIGNATURE</b>		<b>DATE</b>	
<b>PRINT NAME (2)</b>			

**PLEASE NOTE** a separate form is to be filled out for each property. All signatories to this account must sign this form

Once completed please send form and any attachment to:  
[records@isaac.qld.gov.au](mailto:records@isaac.qld.gov.au) or Isaac Regional Council, PO Box 97, Moranbah QLD 4744  
or deliver in person to your local Isaac Regional Council office

## DEPARTMENT USE ONLY

<b>PROCESSED BY</b>	Signature	<b>DATE</b>	
	Print Name		