

# Customer Authority

## Direct Debit Special Arrangement

This is an editable PDF form, please complete online, then print, sign and return to the City of Joondalup.

### Personal details

Property owner's name(s):

Property address:

Email:

Contact phone number:

Property number:  
(Located on the top left of  
your Rate Notice)

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### Conditions

I/we agree to the following conditions for the payment of rates by a direct debit special arrangement:

- The City will calculate equal amounts payable based on the first payment date, the frequency of the direct debit and the amount owing, to ensure all monies are paid by Friday 27 March 2026.
- Should you wish to finalise the arrangement prior to **Friday 27 March 2026**, please contact Rating Services on **9400 4000**.
- A 'once off' administration fee of **\$34.00** will apply (excluding fully entitled pensioners/seniors).
- Late payment interest will be applied to this account at 3% per annum for rates and charges, and 11% per annum for the Emergency Services Levy, from **Saturday 30 August 2025** until the balance is paid (excluding fully entitled pensioners/seniors).
- The final direct debit payment may exceed the agreed amount as this payment will include the late payment interest that has accrued over the payment period.
- The direct debit will cease once rates have been paid in full.
- A confirmation letter will be sent within 14 days of the City receiving your completed direct debit form. If you do not receive this letter within the specified timeframe please contact Rating Services on **9400 4000**.

### Office Use Only

Banking Record Number:

☐ Close A/Req

☐ Letter issued

### Frequency of Direct Debit (please tick preferred)

☐ Weekly

☐ Fortnightly

First payment date must be a FRIDAY:

☐ Monthly

1st Friday of the month

3rd Friday of the month

2nd Friday of the month

4th Friday of the month

### Details of the bank account to be debited

Name of the bank/financial institution:

Name(s) of account holder(s):

BSB number:

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Account number (please use numbers only)

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### Payment days

- If the payment day falls on a public holiday, the payment will be debited on the working day prior to the public holiday.
- Please ensure sufficient cleared funds are in your nominated bank account the day **before** each payment is due (as payments may be debited in accordance with Eastern States times) and for up to three business days after.
- Please advise the City immediately in **writing** if your bank account is transferred, closed or amended.

### Acknowledgement

I/we acknowledge that the direct debit arrangement is governed by the "DDR Terms and Conditions". I/we accept all charges associated with this arrangement as determined by the City. I/we authorise the City of Joondalup ("APCA number 207170") to arrange for funds to be debited from my/our bank account at the bank/financial institution shown and as prescribed through the Bulk Electronic Clearing System (BECS).

Signed (by all Account Holders as specified on your account)

Date:

## DIRECT DEBIT REQUEST TERMS AND CONDITIONS (DDR)

### 1. All changes relating to the direct debit arrangements must be made in writing.

You can send written advice of any changes required to the City of Joondalup via:

- Mail **PO Box 21, Joondalup WA 6919**
- Email **[rates@joondalup.wa.gov.au](mailto:rates@joondalup.wa.gov.au)**
- **Joondalup Customer Service Centre**

Administration Building  
90 Boas Avenue, Joondalup  
8.30am – 5.00pm Monday – Friday.

Please allow up to five working days for amendments to take effect. The City of Joondalup will advise if changes cannot occur within this timeframe.

### 2. For declined transactions, the following will apply:

- The City will reprocess the transaction within five business days.
- In the event of two declined payments, the City will cancel the agreement. If the account is not paid in full, or another payment arrangement entered into, the City may commence normal debt collecting procedures.
- If a further direct debit arrangement is commenced and another two declined payments occur, then no more direct debit payment arrangements will be made for that financial year. Full payment will be required or normal debt collecting procedures may then be commenced.
- The fee for a declined direct debit is \$2.75 (inc GST) each.

### 3. The direct debit will cease once the outstanding rates have been paid in full.

### 4. Disputes

- If you believe that a direct debit payment has been deducted from your account incorrectly, please contact the City on **9400 4000**.
- Notification of a disputed direct debit payment will be investigated. Advice of the outcome will be issued within seven working days. You may also need to contact your financial institution.
- You will be entitled to a refund if a direct debit payment has been deducted from your bank in error.

### 5. Privacy

All information (including your account details) in your direct debit request will remain confidential. Information may be required to be given to the bank in the event of a claim or alleged incorrect or wrongful debit.

### 6. Please be aware that:

- Direct debiting through Bulk Electronic Clearing System (BECS) is not available on all types of accounts.
- Property owners should check the account details completed on this direct debit form against a recent bank statement to ensure the details are correct.
- If you have any queries, please contact your relevant Bank/ Financial Institution before completing the direct debit request.
- The City will give you 30 days notice of any changes to the DDR Terms and Conditions.
- The City accepts no responsibility for correspondence not being received, being received late due to postal delays, or for being illegible.

#### Please return completed form by post to:

City of Joondalup  
PO Box 21  
Joondalup WA 6919

**By email** to [rates@joondalup.wa.gov.au](mailto:rates@joondalup.wa.gov.au)

#### **Or in person at the City's Customer Service Centre**

Joondalup Customer Service Centre  
Administration Building  
90 Boas Avenue, Joondalup