

# 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**
- Fax **9400 4572**
- One of the City's Customer Service Centres at: Boas Ave, Joondalup; 15 Banks Avenue, Hillarys; or City of Joondalup Leisure Centre - Craigie.

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 rejected transactions, the following will apply:

- The City will reprocess the transaction within five business days, except where the transaction is for the first instalment payment. In this instance it will be the ratepayer's responsibility to ensure that the payment is made within the timeframe required to qualify for either of the instalment plans.
- In the event of two rejected payments, the City will cancel the agreement. If the account is not paid in full, or another direct debit arrangement entered into, the City may commence normal debt collecting procedures.
- If a further direct debit arrangement is commenced and another two rejected 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 return fee for a rejected direct debit is \$2.50 per rejection.

## 3) The direct debit will cease once the rates outstanding 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 4574**.
- 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 account or credit card in error.

## 5) Privacy

- We will keep all information (including your account details) in your direct debit request 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 14 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 your completed form to:**

**By Mail:** PO Box 21, JOONDALUP WA 6919

**By Email:** rates@joondalup.wa.gov.au

**By Fax:** 9400 4572

**One of our Customer Service Centres:**

- **Joondalup Administration Building**  
Boas Ave, Joondalup; or
- **Whitfords Customer Service Centre**  
15 Banks Avenue, Hillarys (same building as the Whitford Library/Senior Citizens Centre);
- **City of Joondalup Leisure Centre - Craigie**  
Whitfords Avenue, Craigie.

**Phone Enquiries:** 9400 4574

A black and white photograph of a residential property, showing a house with a gabled roof and a garden with tall grasses in the foreground.

**DIRECT  
DEBIT REQUEST**  
In Full for Rates Prize Draw  
Instalment Options  
Special Arrangement  
(Bank Account Only)

# CUSTOMER'S AUTHORITY DIRECT DEBIT REQUEST

Property Owner's Name(s)

Property Address


Daytime Contact Phone Number/Mobile

E-mail Address

Property Number Located on the top left side of your Rate Notice

## DETAILS OF THE BANK ACCOUNT TO BE DEBITED

Name of the Bank/Financial Institution

Name(s) of Account Holder(s)

BSB Number



 - 

Account Number (please use numbers only)

## DETAILS OF THE CREDIT CARD TO BE CHARGED

### ONLY for Rates Prize Draw and Instalment Options

A surcharge of 0.5% will apply to credit card payments made by Visa or Mastercard.

 Mastercard   Visa

Card Number

Expiry Date  /

Name of Card Holder

I/we authorise payment of rates by the following payment option.

Please tick one only:

**In Full for Rates Prize Draw (14 August 2015)**

**OR**

**Instalment Options**

Please note that the instalment options are only available until **21 August 2015**. For 'cost of option' please refer to your rate notice.

- 2 payment instalment option
- 4 payment instalment option

Please tick the box if you wish your **Rates Prize Draw** or **Instalment Option** direct debit to continue on an **annual basis**. Please note that the amount may vary from year to year.

**OR**

**Special Arrangement**

**from bank account only**

I/we would like to pay our rates by a Special Arrangement. I/we agree to the following conditions:

- **The City will calculate equal amounts payable based on the first payment date, the frequency of the direct debit and the amount owing, ensuring all monies are paid by 25 March 2016.**
- 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 11%pa from **22 August 2015** until the balance is paid (excluding fully entitled pensioners/seniors). The final direct debit payment may exceed the agreed amount as this will include the late payment interest which has accrued over the payment period.
- The special arrangement 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 4574**.

**Frequency of Direct Debit (tick which is applicable):**  
(Only applicable for Special Arrangement.)

- Weekly  Fortnightly  
 Monthly (Last Friday of the month)  Bi-monthly

**Payment days are:**

- 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 or credit card 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 or credit card is transferred, closed or if your credit card expiry date is amended.

**First Payment Date:**

Must be a FRIDAY  /  /

**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 or credit card at the bank/ financial institution shown and as prescribed through the Bulk Electronic Clearing System (BECS).

**Signed** (by Account Holders or as specified on your account)

Date  /  /

## OFFICE USE ONLY

- |                              |                                     |
|------------------------------|-------------------------------------|
| <b>Banking Record Number</b> | <input type="radio"/> Close A/Req   |
|                              | <input type="radio"/> Letter Issued |