

**Direct Debit Request (DDR)**  
Revenue and Recovery

**Section 1**

Surname/s  Given Name/s

Postal Address

Telephone  Mobile

Email

authorise Tweed Shire Council to arrange for funds to be debited from my/our account at the financial institution identified below and prescribed below through the Bulk Electronic Clearing System (BECS). This authority is to remain in force within the terms outlined in Section 3 and 4.

Signature  Date

Signature  Date

**Section 2 - Details of Account to be debited** *(all details must be supplied)*

**\*No Credit Cards this section**

Name & Address of Financial Institution

BSB No  Account No

Account Name

*(i.e. J Citizen or J & J Citizen)*

**Section 3 (Credit Card Payment)**

Visa  MasterCard

*Please contact Council's Revenue and Recovery Unit by phone to register your card details and set up your new Direct Debit credit card payment (07) 5586 6109. A surcharge applies for all credit card payments.*

Please note it is your responsibility to contact Council to adjust your arrangement as required each financial year. If you select **YES** in Section 4, Council will adjust your arrangement annually shortly after the rates are levied.

**Section 4 - Payment Arrangement**

Property Nos./Applicable	Payment frequency	Rates	Water	Date to Commence	<i>Please tick YES or NO below if you would like the amount adjusted by Council annually</i>	
<input type="text"/>	Weekly <input type="checkbox"/>	\$	\$	DD/MM/YY	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	Fortnightly <input type="checkbox"/>	\$	\$	DD/MM/YY	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	Monthly <input type="checkbox"/>	\$	\$	DD/MM/YY	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="text"/>	Rates Quarterly <input type="checkbox"/>	\$ as per rate notice		<b>PLEASE NOTE:</b> If there are insufficient funds in the account nominated for your direct debit payment please call the Revenue Unit on (07)5586 6110 prior to the deduction, otherwise a dishonour fee will be charged.		
<input type="text"/>	Rates Yearly <input type="checkbox"/>	\$ as per rate notice				
<input type="text"/>	Water <input type="checkbox"/>	\$ as per notice				

**\*Water payment not available on Unit or Duplex properties with shared account**

# Direct Debit Service Agreement

## Section 5 (OFFICE USE ONLY)

Name	<input type="text"/>	Date	<input type="text"/>
Codes	<input type="text"/>	Spreadsheet Off	<input type="text"/>
Memo	<input type="text"/>	Template Off	<input type="text"/>
Confirm letter	<input type="text"/>	ECM	<input type="text"/>
Water Details	<input type="text"/>		
Authorised by	<input type="text"/>	Date	<input type="text"/>

### TERMS OF THE AGREEMENT

1. This agreement is between the Direct Debit User (Tweed Shire Council User ID 3111) and you (the customer). All notices for rates and charges and water notices will continue to be issued in accordance with the provision Section 546 of the Local Government Act 1993
2. Council will provide a minimum of fourteen (14) days to change the terms of this agreement.
3. A copy of your Direct Debit Request will be made available to you upon written request.
4. Customers may not defer or alter the drawing schedule – refer item 12.
5. Customers may change, skip or defer a debit payment or cancel this agreement by providing Council at least five (5) working days' notice. For any urgent changes, please contact Council's Revenue unit by phoning (07) 5586 6110.
6. Any disputed transaction should be referred to Council. An explanation will be supplied within seven (7) working days – refer item 12.
7. Any debit due to be drawn on a non-business day will be drawn on the next working day.
8. It is the responsibility of the customer to ensure that the nominated account can accept Direct Debits.
9. It is the responsibility of the customer to ensure that CLEAR funds are available in the account on the due date.
10. Please note that if you sell your property on which the Direct Debit arrangement is made, you must notify Council to cancel the agreement.
11. Any debit dishonoured will be reversed from the rate/water account and the dishonour fee charged to Council will be passed on to the customer's rate/water account as per Council's fees and charges for the financial year in which the dishonour occurs.  
**The fee for 2021/2022 is \$11.00, but may vary in subsequent years.**
12. All customer information will be confidential, except as required by Council's sponsor financial institution and by law.
13. All enquiries regarding the Direct Debit Request are to be referred to Council's Revenue Unit by phoning (07) 5586 6110 between 8.00am and 4.30pm.