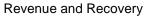
Customer Service | (07) 5586 6110 PO Box 816 Murwillumbah NSW 2484 Fax (02) 6670 2429 | ABN 90 178 732 496 tsc@tweed.nsw.gov.au | www.tweed.nsw.gov.au

Direct Debit Request (DDR)





Section 1								
Surname/s					Given Name/s			
Postal Address	ı							
Telephone			Мо	bile				
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	DD/MI	VI/YY	
Signature					Date	DD/MI	VI/YY	
Section 2 - Details of Account to be debited (all details must be supplied) *No Credit Cards this section Name & Address of Financial								
Institution			7					
BSB No			Accou	ınt No				
Account Name	(i.e. J Citizen or J & J Citizen)							
(i.e. o oluzeii oi o a o oluzeii)								
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 6113. 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 freque	ency	Rates	Water	Date to Commence	vou would lil	or NO below if the second seco	
	Weekly		\$	\$	DD/MM/YY	Yes	☐ No	
	Fortnightly		\$	\$	DD/MM/YY	Yes	☐ No	
	Monthly		\$	\$	DD/MM/YY	Yes	☐ No	
ı	Rates Quarterly		\$ as per rat	e notice	PLEASE NOTE: If there are insufficient funds in the account nominated for your direct debit payment			
	Rates Yearly		\$ as per rate notice please		please call the Rev	e call the Revenue Unit on (07)5586 6110 prior to eduction, otherwise a dishonour fee will be		
****	Water		\$ as per notice charged.					
*Water payment not available on Unit or Duplex properties with shared account								

Direct Debit Service Agreement

Section 5 (OFFICE USE ONLY)							
Name		Date					
Codes	Spreadsheet Off	Water Details					
Memo	Template Off						
Confirm letter	ECM						
Authorised by		Date					

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 2022/2023 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.