

Direct Debit Request

Customers' Authority

I/We - Name

Postal Address

Phone Number

Name of Debit User

APCA User ID Number

Authorises & Requests

to debit from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS).

This authorisation is to remain in force in accordance with the terms described in the Service Agreement:

Details of the account to be debited

Name of the Financial Institution

Full Account Name

(All details must be supplied)

BSB Number

Account number

Payment Details

The payment is for

Property Address

Property Number

I/We request that you debit my/our account in accordance with our Agreement and subject to one or more of the following conditions:

Maximum amount to be debited per payment

Frequency of debit (Fortnightly/Monthly)

First payment date (as per payment days listed)

Payment Days for Direct Debits

Fortnightly - Every Second Friday
Monthly - Last working Friday of the month

I/We authorise the following:

1. The Debit User to verify the details of the above-mentioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing the Debit User to verify the above-mentioned account details.

Signed by the Customer(s)

Date

OFFICE USE ONLY

Process Date ____/____/____ Memo Entered ____/____/____ Authorised By _____

Town of Cambridge

Direct Debit Request Service Agreement

Revised 14/11/2019

- 1 All changes relating to the Direct Debit Arrangements including cancellations must be made in writing. You can send your written advice to the Town of Cambridge via:
 - Mail: PO Box 15, FLOREAT WA 6014
 - Email: mail@cambridge.wa.gov.au
 - Fax: (08) 9347 6060
 - Drop your form or letter into the Customer Services Centres at The Boulevard Centre, The Boulevard, Floreat or the Administration Centre at 1 Bold Park Drive, Floreat.

Please allow up to ten (10) working days for amendments to take affect. The Town of Cambridge will advise if changes cannot occur within this time frame.
- 2 The Customer will be advised 14 days in advance of any changes to the Direct Debit arrangements.
- 3 Debiting details as per Direct Debit Request Form. If paying fortnightly, deductions will be made from your account every second Friday and if paying monthly, deductions will be made from your account on the last Friday of every month. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the day before the public holiday / non working day.
- 4 The Customer should be aware that:
 - Direct debiting through BECS is not available on all accounts; and,
 - Account details should be checked against a recent statement from its Financial Institution.

If you have any queries please contact your relevant Bank/Financial Institution before completing the direct debit request
- 5 It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn and the following two (2) business days.
- 6 It is your responsibility to advise the Town of Cambridge accordingly should your account be transferred or closed.
- 7 For **declined transactions**, the following procedure/s or policy will apply:
 1. In the event of three declined payments the Town of Cambridge will cancel the agreement. If the account is not paid in full, or another payment arrangement entered into, the Town may commence normal legal proceedings to collect the debt.

Fees and charges:

 - Return fee - \$2.50
 - Any other fees or increases in fees incurred by the Town of Cambridge will be passed on at cost.
- 9 All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.
- 10 A **\$35.00 administration fee** will be charged by the Town of Cambridge for a Direct Debit Plan. Should a direct debit plan be cancelled and the property owner wishes to apply in the future, the \$35.00 administration fee will be charged each time an application is submitted.
- 11 It is understood that late penalty interest will continue to accrue at 5.5 percent pa calculated daily on all outstanding balances until the account is paid in full.
- 12 Direct Debit payments will continue being processed once the account is cleared, unless otherwise notified in writing by the property owner.
- 13 **Disputes**
 - If you believe that a drawing has been initiated or carried out incorrectly, in the first instance please take the matter up directly with the Town of Cambridge **on 9347 6000**. The dispute must then be followed up in writing.
 - On receipt of advice of any dispute the issues will be addressed and advice of the outcome issued within seven (7) working days. You may also need to contact your financial institution.
 - You will receive a refund of the drawn amount if we can not substantiate a reason for the drawing.