

# CITY OF GREATER GEELONG DIRECT DEBIT REQUEST (DDR)

NEW REQUEST

ALTERATION TO EXISTING

COMPLETE THIS FORM TO MAKE PAYMENTS DIRECT FROM YOUR BANK ACCOUNT

## RATES

Rate Account Number \_\_\_\_\_

Property Address (Refer to Rate Notice)  
\_\_\_\_\_  
\_\_\_\_\_

Debit Frequency (please tick)

- Annually – 15 February each year  
 Instalments – four dates detailed on rate notice  
 Monthly – September to May (9 monthly payments)  
 Fortnightly – September to May (20 fortnightly payments)

N.B. The default frequency option is monthly.

## CUSTOMER CONTACT DETAILS

Name \_\_\_\_\_

Postal Address  
\_\_\_\_\_  
\_\_\_\_\_

Contact Phone Number (business hours)  
\_\_\_\_\_

Email (encouraged for overseas customers)  
\_\_\_\_\_

## WHAT HAPPENS NEXT?

Once lodged, you will be mailed an 'Acceptance Letter' and 'Service Agreement'.

1. Read and retain these documents for your records.
2. Complete bank account changes, frequency alterations and cancellations at the following website:

[www.geelongaustralia.com.au](http://www.geelongaustralia.com.au).

Enquiries to City of Greater Geelong, ☎ (03) 5272 5272, PO Box 104, Geelong 3220 or via email on [contactus@geelongcity.vic.gov.au](mailto:contactus@geelongcity.vic.gov.au).

Contact us for further information as we value your privacy. We are bound by Privacy Laws.

This direct debit request remains in place until you notify us in writing that you no longer wish to pay your account(s) by direct debit. Due debit dates that fall on a non-business day or public holiday will be debited on the next business day. Separate transactions are processed for Rate and Accounts Receivable deductions.

## ACCOUNTS RECEIVABLE (TAX INVOICE / STATEMENT)

Account Number

Account Name (Refer to recent statement)  
\_\_\_\_\_

Debit Frequency

- Monthly only available

N.B. Debits take place on the last business day of the month for the previous months total.

## BANK ACCOUNT DETAILS

BSB

All six digits must be completed, contact your financial institution for assistance.



Account No.

Cheque or Savings only, not available to all accounts including Credit Cards (numeric details only).

Account Name(s)  
\_\_\_\_\_

Name which the bank account is held with financial institution, (Eg. Mr S Smith).  
\_\_\_\_\_

Name of Bank / Financial Institution  
\_\_\_\_\_

Branch Address  
\_\_\_\_\_

I/We request until further notice in writing to debit my/our above nominated account for any amounts which the City of Greater Geelong (user ID 123093) may debit or charge me/us through the Direct Debiting System.

Signature(s)  
\_\_\_\_\_

Date  
\_\_\_\_\_

Please provide both signatures for joint accounts. If company account, sign in accordance with authority for nominated account.

# City of Greater Geelong Direct Debit Request (DDR) Service Agreement

## DEFINITIONS

**account** means the account held at *your Financial Institution* from which we are authorised to arrange for funds to be debited.

**Service Agreement** refers to this *City of Greater Geelong Direct Debit Request (DDR) Service Agreement* between you and us; this document.

**business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit payment is made.

**direct debit request (DDR)** means the *City of Greater Geelong Direct Debit Request* application lodged by you to us.

**us** or **we** means the City of Greater Geelong you have authorised by signing the *direct debit request*.

**you** means the customer who signed the *direct debit request*.

**your Financial Institution** means is the financial institution where you hold the *account* that you have authorised us to arrange to debit.

## 1. DEBITING YOUR ACCOUNT

- 1.1 By signing a City of Greater Geelong Direct Debit Request (User ID 123093), you have authorised us to arrange for funds to be debited from your *account*. You should refer to the *direct debit request* and this *Service Agreement* for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your *account* as authorised in the *direct debit request*.
- 1.3 If the *debit day* falls on a day that is not a *business day*, we may direct your *financial institution* to debit your *account* on the following *business day*.

If you are unsure about which day your account has or will be debited you should ask your *financial institution*.

## 2. ALTERATIONS BY US

- 2.1 We may vary any details of this *Service Agreement* or the *direct debit request* at any time by giving you at least fourteen (14) days written notice.

## 3. ALTERATIONS BY YOU

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements in your *direct debit request*.
- 3.2 If you wish to stop, defer or vary a debit payment you must notify us in writing at least fourteen (14) days before the next debit day. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit your *account* at any time by giving us fourteen (14) days notice in writing before the next debit date. This notice should be given to us in the first instance.

## 4. YOUR OBLIGATIONS

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your *account* to allow a *debit payment* to be made in accordance with the *direct debit request*.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
  - a) you may be charged a fee and/or interest by your *Financial Institution*;
  - b) you may also incur fees and charges imposed or incurred by us; and
  - c) you must arrange for the debit payment to be made by another method or arrange sufficient clear funds to be in your *account* by an agreed time so that we can process the *debit payment*.
- 4.3 You should check your *account* statement to verify that the amounts debited from your *account* are correct.
- 4.4 You must notify us in writing fourteen (14) days before the debit date if your *account* is transferred or closed.

## 5. DISPUTE

- 5.1 If you believe there has been an error in debiting your *account*, you should notify us directly on (03) 5227 0270 during business hours and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your *account* has been incorrectly debited we will respond to your query by arranging a refund for the debited amount. We will also notify you in writing of the amount refunded.

5.3 If we conclude as a result of our investigations that your *account* has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your *Financial Institution* which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## 6. ACCOUNTS

You should check:

- a) with your *Financial Institution* whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions. Direct Debit is not available on credit cards.
- b) your *account* details which you have provided to us are correct by checking them against a recent account statement; and
- c) with your *financial institution* before completing the *direct debit request* if you have any queries about how to complete the *direct debit request*.

## 7. CONFIDENTIALITY

- 7.1 We will keep any information (including your *account* details) in your *direct debit request* confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
  - a) to the extent specifically required by law; or
  - b) for the purpose of this *Service Agreement* (including disclosing information in connection with any query or claim).

## 8. NOTICE

- 8.1 If you wish to notify us in writing about anything relating this *Service Agreement*, you should write to: Revenue, City of Greater Geelong, PO Box 104 Geelong VIC 3220. Include your COGG account number, name, address, a daytime contact phone number and your signature.
- 8.2 Alternatively changes can be lodged from our website [www.geelongaustralia.com.au](http://www.geelongaustralia.com.au) or by email [contactus@geelongcity.vic.gov.au](mailto:contactus@geelongcity.vic.gov.au) (subject: Direct Debit).
- 8.3 We will notify you by sending a notice in the ordinary post to the address you have with your City of Greater Geelong account(s).
- 8.4 Any notice will be deemed to have been received two days after it is posted.

## 9. YOUR PRIVACY

The City of Greater Geelong is committed to the continued protection of your personal information.

We have implemented an Information Privacy and Health Records Policy and Procedure to ensure that we meet these requirements.

We collect your personal information to provide and improve our services to you and to fulfil our statutory obligations. Some laws require us to collect your information, otherwise we cannot provide some or all of our services.

You have a right to gain access to your personal information held by Council, except where otherwise permitted or required by law. To meet our security requirements you may be required to put your request in writing.

Council may disclose your personal information to third parties such as contractors or agents to provide services on our behalf. Council requires that the personal information is not used for any other purpose.

We encourage you to discuss any privacy issues initially with Council Officers. If they cannot be resolved you should contact our Privacy Officer on telephone (03) 5227 0270 or in writing:

Privacy Officer, City of Greater Geelong, PO Box 104, GEELONG VIC 3220



DIRECT  
DEBIT