



## Rates Payment Plan (Direct Debit Only)

Please ensure that you read and understand the Direct Debit Request Service Agreement and the Shire of Collie Rates Payment Plan Policy.

### Direct Debit Authorisation

I/We authorise and request that the Shire of Collie debit my/our account at the financial institution below, through the Shire's direct debit system.

<b>Assessment Number</b>	
<b>Property Address</b>	
<b>Name(s)</b>	
<b>Postal Address</b>	
<b>Contact Number</b>	
<b>Email</b>	
<b>Commencement Date</b>	
<b>Name &amp; Branch of Financial Institution</b>	
<b>BSB (digits)</b>	
<b>Account Number</b>	
<b>Account Name(s)</b>	
<b>Amount</b>	
<b>Frequency</b> (Weekly/Fortnightly/Monthly/Quarterly Instalments)	
<b>Authorisation to continue direct debit payments after rates has been paid in full?</b>	YES <span style="margin-left: 200px;">NO</span>

I/We have read and understand the direct debit request service agreement attached and the Shire of Collie Rates Payment Plan Policy. I/We understand that by authorising this agreement an \$18.00 fee will be charged to the rates for this service. Dishonoured payments will incur a \$10.00 fee and direct debits will be ceased after 3 consecutive dishonoured payments or 5 dishonoured payments within the financial year.

**Signature(s):**

**Date**

*(if the bank accounts are in joint names, all account holder signatures are required)*



## **Direct Debit Request Service Agreement**

### **Our commitment to you**

This document outlines our service commitment to you, in respect of the Direct Debit Rates Payment Plan arrangement between the Shire of Collie (User ID 251422) and you. It sets out your rights, our commitment to you and your responsibilities to us and where you go for assistance.

In terms of the direct debit request arrangements made between the Shire of Collie and signed by you, we undertake to periodically debit your nominated account for the agreed amount for rates.

### **The Shire of Collie's responsibilities to you**

All personal information held by the Shire will be kept confidential except for the information we provide to our financial institution to initiate the drawing from your nominated account.

The first drawing under the Direct Debit arrangement will occur on your nominated deduction day and date. Deductions will be made from your nominated account as requested by you until the debt is fully paid or an annual renewal is received. If the normal scheduled drawing date falls on a Public Holiday, weekends or days the Shire Administration is closed the Shire will draw from your account on the next available working day. If your drawing is dishonoured your assessment will be charged a fee of \$10.00. After 3 consecutive dishonoured payments or 5 dishonoured payment within the financial year the Direct Debit will be ceased.

### **Your responsibilities to the Shire of Collie**

Check with your financial institution to ensure that your nominated account can accept Direct Debits. Ensure that on the drawing date there are sufficient funds available in your nominated account. Advise the Shire of Collie in writing should your account be transferred or closed. Provide in writing any alterations of cancelling the arrangement to your existing Direct Debit payments at least 7 working days prior to the next drawing date.

### **Enquiries**

In the first instance direct all enquiries to the Shire of Collie, rather than your financial institutions. Any enquiries (e.g.: altering the schedule or cancelling the arrangement ) must be made in writing at least 7 working days prior to the next drawing date to [colshire@collie.wa.gov.au](mailto:colshire@collie.wa.gov.au) or mail it to Locked Bag 6225, Collie WA 6225.

### **Disputes**

If you believe that a drawing has been initiated or carried out incorrectly, we encourage you in the first instance to take the matter up directly with the Shire of Collie by calling 9734 9000. All disputes must be forwarded to the Shire of Collie in writing. On receipt of the advice of any dispute we will address the issue and advise you on an outcome with 3 working days. If you do not receive a satisfactory result from the Shire of Collie to your dispute, contact your financial institution who may respond to you with an answer to your claim.

