

## DIRECT DEBIT

### What is Direct Debit?

Direct debit is the electronic transfer of money from your bank account to pay your rates.

### What are the benefits?

- It is fast and secure
- You pay your rates over time
- You don't have to worry about late payments
- We do it all for you
- You pay nothing extra for direct debit

Instead of paying by four instalments, you can authorise the City of Hobart to debit your nominated bank account with weekly, fortnightly, monthly or annual payments. You can also set up direct debit so payments are made by the 4 instalment due dates.

### What do I need to do?

If you wish to take up direct debit, then just complete the Direct Debit Request form overleaf and return it to the City of Hobart.

If you need any further information, call one of our Rates Officers on 03 6238 2787 or visit the Customer Service Centre at 16 Elizabeth Street, Hobart (GPO Box 503, Hobart TAS 7001).

\*Your bank may charge you a fee for insufficient funds or transactions in excess of your account limit. If your direct debit is returned unpaid, the City of Hobart will charge you an administrative fee.



## DIRECT DEBIT

### Request Service Agreement

- 1 Council offers direct debit payments weekly, fortnightly, monthly, annually or when instalments are due.
- 2 Upon receipt of the customer's completed Direct Debit Request, Council will implement the direct debit as soon as practicable and it will remain in force until cancelled by either party in writing.
- 3 It is the customer's responsibility to advise the Council of any changes to the Direct Debit Request. Notification is to be made in writing to the Rates Office via email at [rates@hobartcity.com.au](mailto:rates@hobartcity.com.au) or letter to Rates, City of Hobart, GPO Box 503, Hobart TAS 7001.
- 4 Any changes to financial institution details will require the completion of a new Direct Debit Request. The new Direct Debit Request must be received by Council at least 5 working days before the next scheduled payment date to ensure it is processed in time.
- 5 It is the customer's responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn. If you have insufficient cleared funds or if you exceed your account transaction limit, your financial institution may charge you a fee and dishonour your direct debit.
- 6 If your direct debit is dishonoured and returned unpaid, the following procedures will apply:
  - a On the first occasion – a letter will be sent to the customer
  - b On the second occasion – a final letter will be sent to the customer
  - c On the third occasion – the direct debit will be cancelled by notification in writing and the customer requested to make alternative arrangements for the payment of outstanding rates.
- 7 Council will charge an administrative fee on each occasion the direct debit is dishonoured and returned unpaid.
- 8 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, or to verify that a valid authority exists.
- 9 The personal information that Council is collecting from you is deemed personal information for the purposes of the *Personal Information Protection Act 2004*.

June 2018

# DIRECT DEBIT PAYMENT

a convenient payment method for rates



[hobartcity.com.au](http://hobartcity.com.au)



City of **HOBART**



# Direct Debit Request

I/we request you the City of Hobart (user ID 065809), until this arrangement is cancelled or altered in writing, to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below.

New application  Change of account details only

## Customer(s) Authority

Name of customer(s) giving the Direct Debit Request	
Property address	
Telephone payments property number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Postal address (if different from above)	
Business contact number	Home contact number
Mobile number	Email

## Details of the account to be debited (savings or cheque account only)

Name and branch of financial institution	
Bank account name	
BSB number	Account number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

## Please indicate frequency of debit

Annual  Weekly  Fortnightly  Monthly  When instalments are due

## Date of commencement must be a Thursday for weekly, fortnightly and monthly deductions

First payment date for deductions:

Signed by Customer(s) .....	Date
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## OFFICE USE ONLY

Completed by	Date
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