

DIRECT DEBIT REQUEST SERVICE AGREEMENT

1. By signing the Direct Debit Form, you authorise Central Coast Council to arrange for funds to be debited from your Account in accordance with the Agreement.
 2. We will advise you 14 days in advance of any changes to the Direct Debit Request.
 3. All matters relating to changes to the Direct Debit Request, including cancellation, or suspension of drawing arrangements or to stop a payment or to investigate or dispute a previous payment, must be in writing.
Any amendments to the current Direct Debit Agreement will require a new Direct Debit Form.
 - (a) email ask@centralcoast.nsw.gov.au or post to PO Box 20, Wyong NSW 2259; and
 - (b) allow for 7 working days for the amendments to take effect or to respond to a dispute.
- If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If our investigations show that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.
- If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
4. You should be aware that:
 - (a) direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - (b) you should check your Account details (including the Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution.
- If you are in any doubt please check with your Financial Institution before completing the drawing authority.
5. It is your responsibility to ensure that:
 - (a) sufficient cleared funds are in the Account when the payments are to be drawn;
 - (b) the authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
 - (c) suitable arrangements are made if the direct debit is cancelled:
 - by yourself;
 - by our Financial Institution; or
 - for any other reason
 - (d) the debit is a sufficient amount.
 6. If the due date for payment falls on a day other than a banking business day, the payment will be processed on the next banking business day. If you are uncertain when the payment will be debited from your Account, please check with your Financial Institution.
 7. For returned unpaid transactions the following procedures or policies will apply:
 - (a) we treat the payment as if it was never received;
 - (b) a fee may be applied for the drawings that are returned unpaid; and
 - (c) We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.
 8. All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.
 9. It is your responsibility to ensure that you review the amount being deducted and ensure it is sufficient to cover any rate or water charge increases or additional charges. Please note: Interest charges will apply if your Account falls into arrears.
 10. You may use this facility to pay your Rates and Charges in advance, however care must be taken to ensure all amounts are received in full prior to the due date.
 11. You may use this facility to pay existing Rates and Charges and Water Accounts after you have received a Rates Notice and/or Water Accounts however, it is your responsibility to ensure payments will cover the outstanding balance. If you have arrears of rates and/or water from a previous period, interest charges will apply.
 12. Annual Rates payments will be deducted on 31 August or the next business day. Quarterly Instalments will be deducted on the instalment due dates:- 31 August, 30 November, 28 February (29 February in a leap year) and 31 May or the next business day. The Water Account is due as per notice.