



Parkes Shire Council - Direct Debit Request Service Agreement

This Direct Debit Request (“DDR”) Service Agreement is issued by Parkes Shire Council. (User ID # 228211).

Parkes Shire Councils commitment to you

Parkes Shire Council will give you at least 14 days notice in writing if there are any changes to the terms of the arrangements.

Parkes Shire Council will keep all information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution.

Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on the last Friday of the month indicated by you on the Request Form and there after on the last Friday of each month.

Your commitment to us

It is your responsibility to

- Ensure that your nominated bank account can accept direct debits.
- Ensure that there are sufficient funds available in the nominated account to meet each drawing on the due date.
- Advise us if the nominated account is transferred or closed, or the account details change.
- Arrange a suitable payment method if Parkes Shire Council cancels the drawing arrangements.
- Ensure that all accounts holders on the nominated financial institution account sign the DDR application.

If your drawing is returned or dishonoured by your financial institution, you will be advised by mail or phone to contact Council to arrange another method of payment for the returned amount.

Your rights

Changes to the arrangement

Subject to the terms and conditions of your account with Parkes Shire Council, you may alter the arrangements by contacting the Rates Department on 68612314 for Rates/Water payments .

Such advice should be received seven (7) working days prior to the drawing and may include the following types of changes –

- Stopping an individual drawing
- Deferring a drawing
- Suspending future drawings
- Altering the DDR Schedule
- Cancelling the drawings completely

Disputes

Where you consider that a drawing has been initiated incorrectly, you should contact Parkes Shire Council immediately on 68612333.

Other information

- The details of your drawing arrangements are contained in the DDR Schedule.
- Parkes Shire Council reserves the right to ask for instructions from a customer to stop or alter the drawings details to be in written, verbal or electronic form.
- Parkes Shire Council reserves the right to cancel drawing arrangements if three consecutive drawings are dishonoured by your financial institution, and to arrange with you an alternative payment method. Dishonour Fees in accordance with Council’s Fees & Charges will apply and be charged to your billing account. For the 2002/03 the fee will be \$12.50.

