

Direct Debit Request Form (Debtor accounts only)

Customers' Authority			
I / We – Name			
Postal Address			
Phone Number			
Authorise	Surf Coast Shire	APCA User ID Number	302196
To debit from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing system (BECS).			
This authorisation is to remain in force in accordance with the terms described in the Surf Coast Shire Direct Debit Request Service Agreement overleaf.			
Details of the Bank Account to be debited (All details must be supplied)			
Bank Name			
Account Name			
BSB Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bank 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"/>
Payment Details			
Payment for			
Identified by (Account number)			
I/We request that you debit my/our account in accordance with our agreement and subject to one or more of the following conditions:			
Maximum amount to be debited per payment		\$	
(Frequency of debit is monthly.)			
First payment date			
Authorisation of Direct Debit Request Service Agreement			
I/We authorise the following:			
<ol style="list-style-type: none"> The debit user to verify the details of the above mentioned account with my/our financial institution The financial institution to release information allowing the debit user to verify the above mentioned account details. 			
Signature of Customer(s)			
Date Signed			
Office Use Only			
Process Date			
Authorised By			

Surf Coast Shire Direct Debit Request Service Agreement

1. Debit arrangement to apply between debit user and customer as per the accepted terms of the Direct Debit Request.
2. The customer will be advised 14 days in advance of any changes by the debit user to the direct debit arrangements.
3. For all matters and any changes by the customer relating to the accepted direct debit arrangement such as deferment, alterations, stops or cancellation, you must advise in writing via:
 - Mail to PO Box 350 Torquay 3228 outlining the request/issue
 - Email info@surfcoast.vic.gov.au
 - Fax (03) 5261 0525
 - Visit our offices at 1 Merrijig Drive, Torquay

and allow 14 days (duration) for the amendments to take effect.
4. The customer should be aware that:
 - a. Direct debiting through bulk electronic clearing system is not available on all accounts and,
 - b. Account details should be checked against a recent statement from its financial institution and,
 - c. If you are in any doubts, you should check with your financial institution before completing the drawing authority.
5. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account on the accepted payment date in accordance with the accepted direct debit request.
6. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the customer is in any doubt, please refer to your financial institution.
7. For returned unpaid transactions, the following procedures or policy will apply:
 - a. Customer will be notified immediately by telephone or in writing.
 - b. The amount returned will be debited from customers account one week from date of return.
 - c. Customer will be charged any and all bank return fees that Surf Coast Shire has incurred in the return and a Surf Coast Shire administration fee of \$44.00 will also apply.
 - d. In the event this occurs too often the Surf Coast Shire will cancel the agreement and commence normal legal proceedings on any recoverable debt.
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.

Privacy Statement: The Surf Coast Shire Council considers that the responsible handling of personal information is a key aspect of democratic governance, and is strongly committed to protecting an individual's right to privacy. Council will comply with the Information Privacy Principles as set out in the Privacy and Data Protection Act 2014. The information will be used for the primary purpose it was collected or any related purpose for which the individual would reasonably expect Council to use or disclose the information. The information will not be disclosed to any other party unless Council is required to do so by law.