



# CITY OF PERTH

## Direct Debit Request



**Ratepayers' Authority**

Name & Address of Ratepayer(s) giving the DDR

I/We

Name of Debit User

APCA User ID Number

Authorise you

to arrange for funds to be debited 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:

Service Agreement

Signature of Account Holder

Date

Signature of Account Holder

Date

**Details of the account to be debited**

Name of the Financial Institution

Full Account Name

(All details must be supplied)

BSB Number

Account number

**Payment Details**

The payment is for

Identified by

(Please select one option only)

- Payment Option 1 - Full payment (no additional cost and entry into prize draw)**
- Payment Option 2 - Payment in two instalments (This option incurs instalment costs as per the Rates Notices)**
- Payment Option 3 - Pay in four instalments (This option incurs instalment costs as per the Rates Notices)**

(A 'once off' administration fee of \$35.00 will be charged by the City of Perth for a Direct Debit Plan)

I/We authorise the following:

1. The Debit User to verify the details of the above-mentioned account with my/our Financial Institution.
2. The Financial Institution to release information allowing the Debit User to verify the above-mentioned account details.

Signed by the Ratepayer(s)

Phone Number (daytime)

Phone Number (daytime)



# CITY OF PERTH

## Direct Debit Request Service Agreement

- 1 Debiting details as per Direct Debit Request Form. Deductions will be made from your account on the due date shown on your rates notice.
  - 2 The Ratepayer will be advised 14 days in advance of any changes to the Direct Debit arrangements.
  - 3 For all matters relating to the Direct Debit arrangements, the Ratepayer will need to:
    - Call our Rates department on 08 9461 3120; **and/or**
    - Visit our offices at 27 St Georges Terrace, Perth; **and/or**
    - Send written correspondence address to **City of Perth, GPO Box C120, Perth WA 6001** outlining the request/issue;**and**  
Allow for a maximum of **10 working days** for the amendments to take effect. The City of Perth will advise if longer is required. Please note that all alterations to arrangements **need to be in writing** addressed to the City of Perth, Rates Department, or email to [rates@cityofperth.wa.gov.au](mailto:rates@cityofperth.wa.gov.au)
  - 4 The Ratepayer should be aware that:
    - a. Direct debiting through BECS is not available on all accounts; and,
    - b. Account details should be checked against a recent statement from its Financial Institution.  
If you are in any doubt, you should check with your Ledger Financial Institution before completing the drawing authority.
  - 5 It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn. **If there are insufficient funds, a dishonour fee will be charged. This charge will vary depending on your nominated bank.**
  - 6 It is your responsibility to advise the City of Perth accordingly should your account be transferred or closed. Please allow 10 day for any changes to take effect.
  - 7 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 Ratepayer is in any doubt, please refer to the Point 3 for further clarifications.
  - 8 For **returned unpaid transactions**, the following procedures or policy will apply:
    1. The City of Perth will try to reprocess the transaction within 5 business days.
    2. If the transaction is still returned a letter will be sent requesting notification of change of details.
    3. If no response is received to this letter **within 14 days** your direct debit arrangement will be cancelled and normal legal proceedings will commence to collect the outstanding debit.
    4. In the event this occurs too often the City of Perth will cancel the agreement and commence normal legal proceedings.
- Fees and charges:  
Any other fees or increases in fees incurred by the City of Perth will be passed on at cost.
- 9 All ratepayer records and account details will be kept private and confidential to be disclosed only at the request of the ratepayer or your nominated Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.
  - 10 A 'once off' administration fee of **\$35.00** will be charged by the City of Perth for a Direct Debit Plan.
  - 11 **Disputes**  
If you believe that a drawing has been initiated or carried out incorrectly, in the first instance please take the matter up directly with the City of Perth **on 08 9461 3120**. The dispute must then be followed up in writing.

On receipt of advice of any dispute the issues will be addressed and you will be advised of the outcome issued within seven (7) working days. If you do not receive a satisfactory outcome contact your Financial Institution.

You will receive a refund of the drawn amount if we can not substantiate a reason for the drawing.