

## DIRECT DEBIT SERVICE AGREEMENT

New Agreement

Change to existing Agreement

### \*Property and Ratepayers Details (\*mandatory information please complete)

#### \*Property's Details

Assessment No <b>A</b>	Rates Account Balance \$
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Property Address

#### \*Ratepayer Details

Surname	First Name
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Residential Address

Postal Address	As above
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Mobile No	Home/Work No
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Email Address

### Instalment Payments

✓ if agreement is to DISCONTINUE after 30 June 2024

<input type="checkbox"/> One Payment	Deduction Date – 29/09/2023
<input type="checkbox"/> Two Payments	Deduction Dates – 29/09/2023; 01/12/2023
<input type="checkbox"/> Four Payments	Deduction Dates - 29/09/2023; 01/12/2023; 02/02/2024; 05/04/2024

### Periodic Deduction - admin fee \$43.00

✓ if agreement is to DISCONTINUE after 30 June 2024

Weekly and fortnightly payments are deducted on a Friday; Monthly payments are deducted on the 17<sup>th</sup> of each month.

Request Type	Amount \$	Frequency	Start Date
<input type="checkbox"/> Weekly			
<input type="checkbox"/> Fortnightly			
<input type="checkbox"/> Monthly			
<input type="checkbox"/> Change Amount and/or Frequency			
<input type="checkbox"/> Change to Bank Details (refer to my new bank details listed below)			
<input type="checkbox"/> Suspension	date from	date to	
<input type="checkbox"/> Cancellation	state the date you will wish to cancel your agreement		

### Bank Details

Bank Name	BSB Number
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Account Name	Account No
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#### Acknowledgment

I acknowledge that the Direct Debit Arrangement is governed by the Terms and Conditions of the "Direct Debit Service Agreement" (DDSA). I accept all charges associated with the arrangement as determined by the City. I authorise the City of Kalgoorlie-Boulder DE USER ID 317863 to arrange for funds to be debited from my/our bank account at the Bank/Financial Institution shown above through the Bulk Electronic Clearing System (BECS).

### Account Holder's Signatory

### Declaration

*I declare that I am the owner and ratepayer of the above mentioned property and I have read, understood and agree to be bound by the Terms and Conditions of the Direct Debit Service Agreement.*

Owner/Ratepayer Signature	Date
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# DIRECT DEBIT SERVICE AGREEMENT

This agreement outlines the City of Kalgoorlie Boulder s (the City) commitment to you and your rights and responsibilities as the Customer.

## Changes to Direct Debit Information

All changes relating to the Direct Debit Service Agreement must be notified in writing to  
**City of Kalgoorlie-Boulder**  
PO Box 2042  
BOULDER WA 6432  
Phone (08) 9021 9600  
Fax (08) 9021 6113  
Email [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au)

Please allow up to **10 working days** for any amendments to take effect. The City will advise if changes cannot occur within this time frame.

## General Terms and Conditions

- Direct Debits are not available on all financial institution accounts. You will need to confirm with your financial institution that your type of account can be direct debited.
- The City will ensure all Direct Debit withdrawals are made on the date specified. The City accepts no responsibility or liability if the withdrawal cannot be made on this date due to unforeseeable circumstances.
- The City accepts no liability for correspondence not being received; being received late due to postal delays, or is illegible
- Should funds not be available in the nominated bank account and the payment defaults, a default fee of \$19.00 will apply.
- Please advise the City immediately in writing if your bank account is transferred or closed.
- The agreement is a continuous arrangement, unless specified otherwise by you the ratepayer;
- The City may automatically adjust your periodic payment annually to ensure that your Rates are paid in full by the end of the Financial Year. You will receive written notification of any increase required.
- The City reserves the right to change the Terms and Conditions of this Direct Debit Service Agreement at any time.

## Direct Debit Periodic Payments

- Weekly and Fortnightly payments will be debited on Fridays, and Monthly payments will be debited on the 17<sup>th</sup> of each month. If a payment falls due on a day that is not a business day, the payment will be withdrawn the next business day.
- Payments are calculated as equal amounts to be paid by 30th June of the current financial year,
- Penalty interest (at the annual rate of 7% pa (if applicable) will be charged on overdue balances after the due date has past;
- An Annual Administration Fee of \$43.00 is applicable per agreement per property.

## Direct Debit Instalment Payments

- Instalment Options 1, 2 and 3 paid as a direct debit are continuous arrangements, unless specified otherwise by you the ratepayer.
- The instalment amount/s will be deducted on the due date/s as detailed on the 2023/24 Rates Billing Notice.

## Administration Fees and Charges

- A Special Payment Arrangement set up administration fee of \$43.00 will apply.
- A Special Payment Arrangement ongoing annual maintenance fee of \$43.00 will apply.
- Late payment interest will be applied on this account at 7% per annum on Special Payment Arrangements until the balance is paid, (excluding fully entitled pensioners/seniors).
- A default fee of \$19.00 for dishonored payments rejected by your financial institution will apply.

## New Agreements, Changes, Suspensions or Cancellation to Agreements

- Any **new** Direct Debit Service Agreement must be received **10 working days prior** to the direct debit start date.
- Any **change in details** to a Direct Debit Service Agreement must be received **10 working days prior** to the direct debit next payment date.
- Any **request to suspend** your direct debit periodic payment must be received **10 working days prior** to the direct debit next payment date
- Any **cancellation** to a Direct Debit Service Agreement must be received **10 working days prior** to the cancellation date.

## Rejected Transactions

- Any Direct Debit withdrawal that is not honored by your financial institution will be subject to a dishonour fee of \$19.00 per transaction;
- In the event of a rejected payment, it is your responsibility to make the payment up manually;
- In the event of 3 rejected payments, the City will cancel the Direct Debit Service Agreement and commence normal debt collecting procedures.

## Suspension of Payments

- You may request (in writing) to suspend your Direct Debit Payment, providing reasons for the suspension.
- The maximum number of suspension requests allowed in a financial year are two.
- Each suspension request will allow you to suspend your periodic payments, based on its frequency, as per the following; - maximum of four (4) weekly payments **or** two (2) fortnightly **or** one (1) monthly payment.

## Disputes

- If you believe that a debit payment has been initiated or carried out incorrectly, please contact the City on (08) 9021 9654.
- Any notice of dispute must be in writing and will be investigated and replied to within **10 working days**. Further information of the dispute resolution process can be obtained by contacting the City on (08) 9021 9600.
- You will receive a refund of the debited amount if a direct debit payment has been deducted from your bank account in error.
- All queries regarding the Direct Debit process (e.g. disputes, change of details, cancellation requests) must be directed to the City. Alternatively you can take it up with your financial institution direct.

## Privacy

- All customer and financial institution information held by the City will be kept confidential except where disclosure is necessary to process payments, investigate and resolve disputes or is otherwise required by law.

### OFFICE USE ONLY

Officer's Name		Date		ECM Scan	<input type="checkbox"/>
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