



Direct Debit No: _____
(Office use only)

DIRECT DEBIT FORM HOME CARE USERS

NAME: _____

ADDRESS: _____

DEBTOR NUMBER: _____

POSTAL ADDRESS: _____

PHONE NUMBER: _____

I request that you debit my/our account for the payments for my/our Home Care Services as detailed on the Monthly Invoice/Statement, in accordance with our agreement and subject to one or more of the following conditions:

In Full on the 10th day of the month
Maximum Amount to be debited \$ _____ (Optional)

Thursday Fortnightly commencing _____
Amount to be debited \$ _____

These direct debit amounts/ details will be deducted as requested until Colac Otway Shire receives written authority of any alterations

Signed: _____

Date: _____

<p>Customers Authority</p>	<p>I/We <input type="text" value="Name of Customer(s) giving the DDR"/></p> <p>Authorise you <input type="text" value="Name of Debit User APCA User ID No
Colac Otway Shire"/></p> <p>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).</p> <p>This authorization is to remain in force in accordance with the terms described in:</p> <p style="text-align: center;">Service Agreement</p> <p style="text-align: center;"><input type="text" value="Between Colac Otway Shire & Commonwealth Bank"/></p> <p>Signed _____</p> <p>Signed _____</p>
<p>Details of the Accounts to be Debited (all details must be supplied)</p>	<p><input type="text" value="Name of the Financial Institution"/></p> <p><input type="text" value="Account Name"/></p> <p>BSB Number Account Number</p> <p><input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/></p>
<p>Payment Details</p>	<p>The payment is for <input type="text" value="Home Care Services"/></p> <p>Identified by <input type="text" value="Debtor Number"/></p>
<p>Authorisation</p>	<p>I/We authorise the following:</p> <ol style="list-style-type: none"> The debit user to verify the details of the abovementioned account with my/our financial institution. The financial institution to release information allowing the debit user to verify the abovementioned account details. <p>Signed by Customer(s) _____</p>

DECLARATION:

The Colac Otway Shire Council collects personal information to levy rates, issue permits and licences and provide a variety of community services. The information collected in this form is used only for the purposes contemplated by the form (primary purpose) and is not passed onto third parties. In some instances however, disclosure is required by law or is necessary for the protection of persons or property. Where this occurs, Council will take every reasonable step to ensure your privacy is protected in accordance with the Information Privacy Act 2000 (Vic). Should you need to change or access your personal details or require further information about Council's Privacy Policy contact our Privacy Officer on 5232 9400.

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 Direct 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, the Customer will need to:
 - Send written correspondence to PO Box 283, Colac 3250 outlining the request/issue
 - or**
 - Visit our offices at 2-6 Rae Street, Colac
 - and**
 - Allow 14 days (duration) for the amendments to take effect.
- 4) The Customer should be aware that:
 - Direct debiting through Bulk Electronic Clearing System is not available on all accounts and,
 - Account details should be checked against a recent statement from its Financial Institution and,
 - If you are in any doubts, 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 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 ledger financial institution.
- 7) For returned unpaid transactions, the following procedures or policy will apply:
 - Customer will be notified immediately by telephone or in writing
 - The amount returned will be debited from Customers account immediately
 - Customer will be charged any and all bank return fees that Colac Otway Shire has incurred in the return, and a Council Admin Fee (total charge \$10.00).
- 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 debt.