

**Return Form To:**

Administration Office: 577 Hannan Street, Kalgoorlie WA 6430

Postal Address: PO Box 2042, Boulder WA 6432

Telephone: (08) 9021 9600 Facsimile: (08) 9021 6113

Email: mailbag@ckb.wa.gov.au

**DIRECT DEBIT AGREEMENT
AUTHORITY FORM****Owner Details**

ASSESSMENT NUMBER

(Located on the top right hand side of your Rates Notice)

A					
---	--	--	--	--	--

PROPERTY OWNER NAME(S)

PROPERTY ADDRESS

--

MAILING ADDRESS (If different)

HOME PHONE NUMBER

--

MOBILE PHONE NUMBER

--

EMAIL ADDRESS

--

Instalment Option – Please ✓ option selected

1 Instalment	Option 1	
2 Instalments	Option 2	
4 Instalments	Option 3	

Special Payment Arrangement

Note: Payments will be of equal amounts over the payment period and will include a \$35 set up administration fee, \$35 annual maintenance fee (if applicable) and 10% interest per annum (if applicable).

FREQUENCY – WEEKLY/FORTNIGHTLY WILL BE DEBITED ON A FRIDAY AND MONTHLY WILL BE DEBITED ON THE 17TH OF EACH MONTH

Weekly	Friday	/	/
Fortnightly	Friday	/	/
Monthly	17th	/	/
Payment	\$		

Rates must be cleared by the 30th June. Each year when the Rates are issued, the City will write and let you know of any change to the amount payable as this is a continuous Direct Debit.

Bank Account Details

Please complete the details of the account you would like the funds to be debited from.

Bank Account

NAME OF FINANCIAL INSTITUTE

--

ACCOUNT NAME(S) *eg Mary Smith*

--

BSB NUMBER

--

ACCOUNT NUMBER

--

ACCOUNT HOLDER SIGNATURE (If not owner)

--

I/We have read, understood and agree to be bound by the Terms and Conditions.

I/We would like to implement a Special Payment Arrangement to pay our Rates.

Acknowledgment

I/We acknowledge that the Direct Debit Arrangement is governed by the Terms and Conditions of the "Direct Debit Service Agreement". I/We accept all charges associated with the arrangement as determined by the City. I/We authorise the City of Kalgoorlie-Boulder 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) or from my Credit Card.

SIGNATURE(S)

--

DATE:

/

/

Office Use Only

RATES OFFICER

--

DATE

--

LEGAL

--

SCAN ONLY

--

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.

All changes relating to the Direct Debit Agreement must be notified in writing to:

City of Kalgoorlie-Boulder
PO Box 2042
BOULDER WA 6432
Phone: (08) 9021 9654
Fax: (08) 9021 6113
Email: mailbag@ckb.wa.gov.au

Please allow up to **5 business days** for amendments to take effect. The City will advise if changes cannot occur within this time frame.

Please be Aware

- Direct Debit is not available on the full range of financial institution accounts. You will need to confirm with your financial institution that your type of account can be direct debited.
- All Weekly and Fortnightly payments will be debited on Fridays, and Monthly payments will be debited on the 17th 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.
- 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.
- Please ensure sufficient cleared funds are in the nominated bank account when the payments are due.
- Please advise the City immediately in writing if your bank account is transferred or closed.

Administration Fees & Interest Charges

- A Special Payment Arrangement set up administration fee of \$35 will apply.
- A Special Payment Arrangement ongoing annual maintenance fee of \$35 will apply.
- Late payment interest will be applied on this account at 10% per annum on Special Payment Arrangements until the balance is paid, (excluding fully entitled pensioners/seniors).

REMINDER

The Direct Debit Special Payment Arrangement will stay in place until we receive your request in writing to stop debiting payments.

Cancellation and Changes

- You may at any time cancel or change your Direct Debit Agreement. This request must be in writing not less than **5 business days prior** to the direct debit withdrawal date. However, if there is an outstanding balance, this must be paid in full.
- The City reserves the right to change the Terms and Conditions of this Direct Debit Agreement at any time. The City will provide you with a copy of the new Direct Debit Service Agreement at least **10 business days prior** to the change date.
- Each year when the Rates are issued, the City will automatically adjust your payments to ensure that your Rates are paid in full by the end of the Financial Year. You will receive written notification of any adjustments made.

Rejected Transactions

- Any Direct Debit withdrawal that is not honored by your financial institution will be subject to a Dishonor Fee of \$15.
- 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 Agreement and commence normal debt collecting procedures.

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 **5 business days**. Further information of the dispute resolution process can be obtained by contacting the City on (08) 9021 9654.
- 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, not your financial institution.

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.

Retain this Service Agreement for your records...