Direct Debit Request Service Agreement



A Breath of Fresh Air

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (BECS) agreements between the Shire of Harvey and you. It sets out your rights, our commitment to you and your responsibilities to us and where you go for assistance. In terms of the Direct Debit Request (BECS) agreement made between the Shire of Harvey and signed by you, we undertake to periodically debit your nominated account for the agreed amount for your rates.

Enquiries

In the first instance direct all of your enquiries directly to the Shire of Harvey Rates Team, rather than your financial institution. Any enquires (e.g. deferring the drawing, altering the schedule, stopping an individual debit, suspending or cancelling the agreement) *must be made at least three working days prior to the next drawing date by providing your alteration in writing to the Shire of Harvey.*

The Shire of Harvey's responsibilities

- All personal information held by the Shire will be kept confidential, except for the information we provide to our financial institution to initiate the withdrawal from your nominated account.
- The first drawing under this Direct Debit arrangement will occur on your nominated deduction day. Deductions
 will be made from your nominated account on Thursday (Weekly/Fortnightly/Monthly please refer to
 attached calendar) until the debt is fully paid, unless you have an agreement to continue.
- The Shire of Harvey will give at least three days notice of any variations to your existing payment arrangement.
- If the normal scheduled drawing date falls on a public holiday or weekend, the Shire will withdraw from your account on the next working business day.

Your responsibilities to the Shire of Harvey

- Check with your financial institution to ensure that your nominated account can accept Direct Debits.
- Ensure that on the drawing date there are sufficient funds available in your nominated account. Please advise the Shire of Harvey accordingly if your account has been transferred or closed.
- Provide information of any alterations, *within three working days prior to the drawing date*, to your existing Direct Debit payment arrangement to the Shire of Harvey in writing.

Fees and Charges

- An administration fee of \$35.00 per annum will be charged to your Rates account.
- The Shire of Harvey may pass on to you a *fee of \$15.00 that relates to a dishonoured Direct Debit drawing*. If your withdrawal is dishonoured, we will contact you to discuss alternative payment arrangements.

Please note: all Direct Debit arrangements will continue to accrue penalty payment interest charges until the account is finalised (excludes eligible pensioners/seniors).

Disputes

If you believe that a withdrawal has been initiated or carried out incorrectly, we encourage you to take the matter up directly with the Shire of Harvey Rates Team by contacting (08) 9729 0310. The dispute must then be followed up in writing. On a receipt of advice of any dispute, we will address the issue and advise you of an outcome within three working days. If you do not receive a satisfactory result from the Shire of Harvey for your dispute, contact your financial institution who will respond to you with an answer to your claim.

- Within 7 business days (for claims lodged within 12 months of the disputed drawing date).
- Within 30 business days (for claims lodged more than 12 months after the disputed drawing date).

You will receive a refund of the drawn account if we cannot substantiate a reason for the drawing.

Updated 6 June 2024

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Please ensure that you have read and understood the attached Direct Debit Request Service Agreement. Please complete, sign and this form, return is to the Shire of Harvey office, by post, in person, or scan and email to shire@harvey.wa.gov.au. This will automatically be paid from your nominated bank account by your chosen frequency.

Application details (Ratepayer/s only)			
Name/s:			
Owner/s mailing address:			
Phone:		Mobile:	
Email:			
Property details			
Assessment number:		Lot number:	
Property address:			
Bank account details			
Name of Financial Instituation:			
Account name:			
BSB number:	Account	t number:	
Payment arrangement			
Frequency (please choose <u>one</u> of the follo	owing) – refer to a] 4 Instalments		ortnightly Monthly
Commencement date:		Amount to debited: \$	
Continuation options			
Once current year's Rates are paid would Your arrangement to be cancelled	-	Continue payments f	or my account to go into credit.
Application Declaration			
I/We authorise and request for the Shire of H Electronic Clearing System (BECS). The Dir Debit payment program cannot be processed details by one of the following means: Photo (Direct Debiting is not available on the full ra financial institution).	ect Debtor user is t d without this form copy of your banks	he Shire of Harvey ID 4017 being signed and include co statement or a bank letter re	80. Please note: Your Direct onfirmation of your bank account eferring to the account details.
Applicant name:	Signature:		Date:
Applicant name:	Signature:		Date:

Updated 6 June 2024

Direct Debit Calendar 2024 - 2025



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Weekly Tortnightly Monthly

A Breath of Fresh Air

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P: 08 9729 0300 | F: 08 9729 2053 | E: shire@harvey.wa.gov.au | harvey.wa.gov.au 102 Uduc Road, Harvey. PO Box 500, Harvey Western Australia 6220