

# 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)
- 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, 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.
- The Shire of Harvey may terminate an arrangement on the third dishonoured direct debit.

Please note: all Direct Debit arrangements will continue to accrue penalty payment interest charges at 10% per annum 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 21 July 2025

# Direct Debit Request Service Agreement

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](mailto:shire@harvey.wa.gov.au). This will automatically be paid from your nominated bank account by your chosen frequency.

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## 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 Institution:

Account name:

BSB number:

Account number:

## Payment arrangement

Frequency (please choose one of the following) – Debits are made on THURSDAYS only:

In Full  2 Instalments  4 Instalments  Weekly  Fortnightly  Monthly \*\*\*

\*\*\* Monthly payments are debited on the last Thursday of the month

Debits will continue until you contact the Shire to cancel this agreement.

Commencement date:

Amount to debited: \$

## Application Declaration

I/We authorise and request for the Shire of Harvey to debit my credit / debit card with the above mentioned through the Bulk Electronic Clearing System (BECS). The Direct Debtor user is the Shire of Harvey ID 401780. *Please note: Your Direct Debit payment program cannot be processed without this form being signed and include confirmation of your bank account details by one of the following means: Photocopy of your bank statement or a bank letter referring to the account details. (Direct Debiting is not available on the full range of accounts (i.e. Visa, MasterCard, etc.), if in doubt, please contact your financial institution).*

Applicant name:

Signature:

Date:

Applicant name:

Signature:

Date:

## Office use only

Officer name: \_\_\_\_\_

Pension/Senior:

Arrangement: