



## DIRECT DEBIT REQUEST SERVICE AGREEMENT

### OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request (BECS) arrangements 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) arrangement made between the Shire of Harvey and signed by you, we undertake to periodically debit your nominated account for the agreed amount for rates.

### ENQUIRIES

In the first instance direct all of your enquiries directly to the Shire of Harvey Rates Department, rather than your financial institution. Any enquiries (e.g. deferring the drawing, altering the schedule, stopping an individual debit, suspending or canceling the arrangement) 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 TO YOU

All personal information held by the Shire will be kept confidential except for the information we provide to our financial institution to initiate the drawing 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 draw from your account on the next available working 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. Advise the Shire of Harvey accordingly should your account be 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 & CHARGES

An **administration fee of \$20.00 per annum** will be charged to your rates account.

The Shire of Harvey may pass on to you a **fee of \$10.00 that relates to a dishonored Direct Debit drawing**. If your drawing is dishonored we will contact you to discuss alternative payment arrangements.

**Please Note:** All Direct Debit arrangements will continue to accrue penalty interest charges until the account is finalised. (Excludes eligible pensioners/seniors)

### DISPUTES

If you believe that a drawing has been initiated or carried out incorrectly, we encourage you in the first instance to take the matter up directly with the Shire of Harvey by calling (08) 9729 0300. The dispute must then be followed up in writing.

On 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 to 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 days 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.

M A Parker  
CHIEF EXECUTIVE OFFICER

# Shire of Harvey

## Direct Debit Request – Rate Payment Program



Direct Debit is a convenient, easy way to pay your Shire of Harvey rates.  
Please ensure that you have read and understood the attached Direct Debit Request Service Agreement.  
Please complete, sign and return this request form to: Shire of Harvey Rates Department, PO Box 500 HARVEY  
WA 6220 or email to: shire@harvey.wa.gov.au.

Your rates will automatically be paid by instalment every week/fortnight/month directly from your nominated bank account.

### BANK ACCOUNT DETAILS

I/We authorise and request the Shire of Harvey to debit my account at the financial institution shown below through the Bulk Electronic Clearing System (BECS). The Direct Debtor user is the Shire of Harvey ID 401780.

**ASSESSMENT NUMBER** \_\_\_\_\_

**NAME/S** \_\_\_\_\_

**PROPERTY ADDRESS** \_\_\_\_\_

**SIGNATURE/S** \_\_\_\_\_

**CONTACT PHONE NUMBER/S** \_\_\_\_\_

**DATE** \_\_\_\_\_

**NAME AND BRANCH OF FINANCIAL INSTITUTION** \_\_\_\_\_

**ACCOUNT NAME** \_\_\_\_\_

**BSB NO. (6 numbers)**

**ACCOUNT NO.**  
(Not available on credit cards) \_\_\_\_\_

**COMMENCEMENT DATE**  
*(Please refer to attached calendar)* \_\_\_\_\_

**AMOUNT** \_\_\_\_\_

**FREQUENCY**  IN FULL  2 INSTALMENTS  4 INSTALMENTS  
 WEEKLY  FORTNIGHTLY  MONTHLY

Once rates are paid do you want...

Your Direct Debit Cancelled OR  To Continue

Please note: Your Direct Debit payment program cannot be processed without this form being signed and if possible please provide 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), if in doubt, please contact your financial institution).

# SHIRE OF HARVEY - DIRECT DEBIT CALENDAR – 2018/19

Index - Weekly  Fortnightly  Monthly 

July 2018						
M	T	W	T	F	S	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

August 2018						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September 2018						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October 2018						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November 2018						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December 2018						
M	T	W	T	F	S	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

January 2019						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February 2019						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March 2019						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April 2019						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May 2019						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June 2019						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30