

1. Applicant details

Property number:	<input type="checkbox"/> New application	<input type="checkbox"/> Amendment of bank details
Property location:		
Registered owner:	Date of birth:	
Registered owner:	Date of birth:	
Registered owner:	Date of birth:	
Postal address (if different to property location):		
Suburb:	State:	Postcode:
Contact name:		
Business phone:	A/H phone:	Mobile:
Email address:		

2. Payment frequency

<input type="checkbox"/> Due date	<input type="checkbox"/> Weekly	<input type="checkbox"/> Fortnightly	<input type="checkbox"/> Monthly – date between 1 st & 28 th
If payment frequency other than Due Date, please specify amount. \$			Date commencing:
Comments:			

3. Financial information

Name and Branch of Financial Institution at which your account is held	NAME OF FINANCIAL INSTITUTION: _____		
	BRANCH NAME: _____		
Customer's Authority	Name of Customer/s giving the DDR I/We _____ _____ ABN/ARBN (if applicable) _____		
	authorise and request the debit User (Sunshine Coast Regional Council – User ID 066521) until further notice to debit my/our account through the Bulk Electronic Clearing System (BECS) from my/our account at the Financial Institution identified below as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time.		

ACCOUNT NAME (please insert your name in full)	BSB number	Account Number
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CREDIT CARDS ARE NOT ACCEPTED FOR DIRECT DEBIT REQUESTS

Name: _____ Signature: _____ (If joint account, all signatures may be required) Date: _____	NOTE: Direct Debiting through BECS is not available on all accounts. Check with your Financial Institution before completing DDR By signing this form, I/we acknowledge that this Direct Debit arrangement is governed by the terms of Authorisation of the DDRSA attached to this request.
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OFFICE USE ONLY - Notate prop Notice code DOB Create DD Confirmation letter Details Entered: _____

Privacy
 Council will use any personal information provided for the intended purpose only and for remaining in contact with you. Council is authorised to collect this information in accordance with the *Local Government Act 2009* and other Local Government Acts. Your personal information is only accessed by persons authorised to do so. Your personal information is dealt with in accordance with council's privacy policy.

www.sunshinecoast.qld.gov.au | mail@sunshinecoast.qld.gov.au | T 07 5475 7272 F 07 5475 7277
 Postal address Locked Bag 72 Sunshine Coast Mail Centre Qld 4560 | ABN 37 876 973 913
Caloundra office 1 Omrah Avenue Caloundra Qld 4551
Maroochydore office 10 First Avenue Maroochydore Qld 4558
Nambour office Corner Currie and Bury Streets Nambour Qld 4560

Direct Debit Request Service Agreement (DDRSA)

Ensure all sections of the application form have been fully completed. Any missing information will result in delays in implementation of this Direct Debit agreement.

Please allow a period of **7** days for processing the application.

Payment Frequency – Amounts will be deducted from your nominated accounts at the times you nominate (see below).

DUE DATE – The total payable shown on your rate notice (including any supplementary notices) on the date for payment of your rates for the nominated property.

WEEKLY/FORTNIGHTLY – Commencing on the date specified then on the same day each week/fortnight. If scheduled deduction day falls on a Public Holiday then payment will be processed on the next business working day.

MONTHLY – Commencing on the date specified then on the same date each month (between 1st & 28th of the month). If the scheduled deduction day falls on a week-end or Public Holiday then payment will be processed on the next business working day.

Please note the following Important Information:

- It is the responsibility of the ratepayer to have sufficient clear funds available in the relevant account, by the scheduled deduction due date, to allow the payment of Debit Items according to the relevant DDR.
- To cancel or defer a payment (eg. stop scheduled payment, amend deduction amount, cancel arrangement) to your DDR either contact councils Customer Contact Centre on (07) 5475 7272 or send an email to mail@sunshinecoast.qld.gov.au. A minimum of **24** hours notice is required for any of these requests.
- If you sell your property you should advise Council immediately (via phone, email or letter) once a contract is signed, to terminate this arrangement. If another property is purchased, a new DDR must be completed for that property.
- A new DDR is required to be completed for any changes to customers Bank Account details.
- A Council Rate Notice will be issued to the customer every 6 months advising the rates balance.
- Individual receipts will not be issued for payments made via Direct Debit.
- If a payment dishonours any funds applied to the rate account will be reversed.
- Council will provide 14 days notice to the customer if there is any variation to any of the debit arrangements.
- If there is any dispute in regards to a Direct Debit payment that has been processed please place request in writing to Council. Request can be either emailed to mail@sunshinecoast.qld.gov.au or by letter to Sunshine Coast Council, Locked Bag 72; Sunshine Coast Mail Centre QLD 4560.
 - Allow 14 days for any amendments to take effect or to respond to a dispute
 - If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If, following our investigations, we believe on reasonable ground that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.
 - If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
- For returned unpaid transactions, the following procedures or policies will apply:
 - We treat the payment as if it was never made
 - Services may be suspended until the outstanding charges are paid; and/or
 - A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request if 3 payment defaults occur. The arrangement will be cancelled and further recovery action for outstanding debts may be taken.
- Details may be provided to the Bank in the event of a claim or relating to an alleged incorrect or wrongful debit.

Need Assistance with the form?

If you need help completing the form or have any questions regarding the form please contact Council's Customer Contact Centre by telephoning (07) 5475 7272.

How to lodge a Direct Debit Request form?

Once you have completed the form either post to Sunshine Coast Regional Council or lodge with any of our Customer Contact Centres. Postal details and office locations are listed on bottom of application form.