



# APPLICATION FORM DIRECT DEBIT

## FORM 24

Date stamp

### Part 1 Type of Account

Please indicate the account you elect to pay via direct debit

Rates – Complete Part 3

Debtor – Complete Part 4

Reference No (if known)

### Part 2 Applicant details

Details of Applicant

Name

Address

Telephone

Mobile

Email

### Part 3 Property Details

Please indicate the property you elect to pay via direct debit

*For rates payment ONLY*

Street No

Street Name

Suburb

Post Code

Once rates are paid:

Continue with direct debit to get account in credit

Cancel Direct Debit

### Part 4 Debtor Details

Please indicate the debtor account you elect to pay via direct debit

*For debtor payment ONLY*

Debtor Name

### Part 5 Bank Account Details

Please enter your bank account details for your direct debit

*Direct Debiting is not available on the full range of accounts, if in doubt please contact your financial institution*

Bank Code (6 digits)

Account Number

Account Name

Name & Branch of Financial Institution

### Part 6 Deduction Amount

Please indicate the fortnightly deduction amount and commencement date

Please tick Weekly

Amount per debit

Commencement Date

Fortnightly

### Part 7 Declaration

Please sign that you have read and understood the attached Service Agreement and return to:

PO Box 94  
Donnybrook WA 6239

rates@donnybrook.wa.gov.au

I / We authorise and request that the Shire of Donnybrook Balingup (User ID 204312) debit my account at the financial institution shown above, through the Direct Debit system.

I / We also acknowledge that the 'Direct Debit Request Service Agreement' on the reverse of this form, has been read and understood.

Name(s)

Signed

Date

Signed

Date

### Part 8 OFFICE USE ONLY

Assessment Number

Debtor Number

Entered by

Date



# DIRECT DEBIT REQUEST – SERVICE AGREEMENT

**Shire of Donnybrook Balingup**  
PO Box 94, Donnybrook WA 6239  
shire@donnybrook.wa.gov.au  
Phone: 9780 4200

## OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Direct Debit Request arrangements between the Shire of Donnybrook Balingup User ID 204312 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 arrangement made between the Shire of Donnybrook Balingup and signed by you, we undertake to periodically debit your nominated account for the agreed amount for rates.

## ENQUIRIES

Enquiries can be made to the Shire of Donnybrook Balingup by Post PO Box 94, Donnybrook WA 6239; **or** Email rates@donnybrook.wa.gov.au; **or** by telephoning us on 9780 4200 during business hours.

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least 7 days notification in writing **or** arranging it through your own financial institution, which is required to act promptly on your instructions.

## THE SHIRE OF DONNYBROOK BALINGUP'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.

An annual administration fee will be charged to your rates account, plus interest charges of 7% per annum calculated daily on outstanding overdue balances.

The first drawing under this Direct Debit arrangement will occur on your nominated deduction day. Deductions will be made from your nominated account as per your agreement until the debt is fully paid, unless you have an agreement to continue.

The Shire of Donnybrook Balingup will give at least 7 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.

The Shire of Donnybrook Balingup may pass on to you any bank fees it may incur that relate to a dishonoured Direct Debit drawing. If your drawing is dishonoured we will contact you to discuss alternate payment arrangements.

## YOUR RESPONSIBILITIES TO THE SHIRE OF DONNYBROOK BALINGUP

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 Donnybrook Balingup accordingly should your account be transferred or closed.

Provide information of any alterations to your existing Direct Debit payment arrangement, or cancellation of your Direct Debit payment arrangement, to the Shire of Donnybrook Balingup in writing, at least 7 working days prior to the drawing date.

## DISPUTES

If you believe that there has been an error in debiting *your account*, you should notify by calling the Shire of Donnybrook Balingup on 9780 4200 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up directly with your financial institution.

On receipt of advice of any dispute we will address the issue and advise you of an outcome within 7 working days. If you do not receive a satisfactory result from the Shire of Donnybrook Balingup 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 business days (for claims lodged more than 12 months after the disputed drawing date)

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

# Shire of Donnybrook Balingup

2023

Direct Debit

2024

## JULY

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

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				

## AUGUST

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

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			

## SEPTEMBER

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	

## MARCH

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

## OCTOBER

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

## APRIL

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					

## NOVEMBER

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

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		

## DECEMBER

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

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

Fortnightly 1  
 Fortnightly 2