

THERE IS A SAFE, SIMPLE AND EASY WAY TO PAY YOUR WEST COAST COUNCIL RATES – DIRECT DEBIT.

We understand life can be busy enough without having to worry about when bills are due and how to pay them. We can help even out the impact of your Council rates by making payments more often.

Paying your rates by Direct Debit gives you peace of mind that they are taken care of and paid on time. You don't need to lift a finger to pay it - the amount will be automatically taken out according to the arrangement you have made with us.

How?

- Simply fill in the Direct Debit request form attached and return it to:
West Coast Council
PO Box 63
Queenstown, TAS 7467
- Payment of your rates will then be debited automatically according to the arrangement you made.

When?

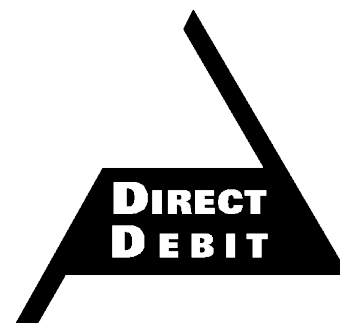
You can choose to pay your rates in full on the first instalment date to receive the applicable discount, pay each instalment on the due date, or pay a calculated or elected figure fortnightly. Call us on (03) 6471 4700 if you would like to work out an amount that suits you.

Is it secure?

We take all precautions to ensure your details are kept confidential and treated in accordance with government privacy legislation.

What now?

Complete and return the Direct Debit request form attached. You may call one of our friendly Customer Service officers on (03) 6471 4700 to have them calculate an appropriate weekly, fortnightly or monthly payment that suits you and your life-



WEST COAST COUNCIL

ABN 20 448 787 926

www.westcoast.tas.gov.au

wcc@westcoast.tas.gov.au

Address

11 Sticht Street

PO Box 63

Queenstown TAS 7467



TAS

WEST COAST

DIRECT DEBIT FORM

DIRECT DEBIT REQUEST FORM

Please complete, tear on the perforated line and return to:
West Coast Council, PO Box 63, Queenstown TAS 7467

Your Personal Details

Name of Customer submitting request:

West Coast Property ID Number: (See Rates Notice)

Address of Rated Property:

Postal Address: (If Different)

Phone Number:

Mobile Number:

Email Address:

Your Bank Details

If you are unsure about the information required to complete this section, please contact your financial institution.

Name/s on Account:

Name of Financial Institution:

BSB Number:

Bank Account Number:

Your Arrangement (Please tick one)

I/We authorise and request West Coast Council APCA ID 406280 to arrange, through its own financial institution, a debit to my nominated account as per the options selected below.

☐ **Option 1**

Please debit the total rates amount, less applicable discount, in full on the first instalment date as indicated on my rates notice.

☐ **Option 2**

Please debit each instalment on the instalment due dates as indicated on my rates notice.

☐ **Option 3**

I would like Council to calculate the amount payable based on my elected frequency and start date as indicated below.

(Council will calculate the amount, including owing monies to ensure all monies will be paid by the end of the relevant financial year)

☐ **Option 4**

I would like to choose the payment amount to be debited on my elected frequency and start date indicated below.

Amount of Each Payment:

(Options 3 and 4 Only)

Elected Frequency:

(Options 3 and 4 Only)

☐ Weekly

☐ Fortnightly

☐ Monthly

Elected Start Date:

(Options 3 and 4 Only)

This debit will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

I/We acknowledge that his Direct Debit arrangement is governed by the Direct Debit Request Service Agreement received from:

West Coast Council - APCA User ID Number: 406280

Signature:

Date:

DIRECT DEBIT REQUEST SERVICE AGREEMENT

Direct Debit arrangements are subject to agreement by West Coast Council. West Coast Council will advise you in writing, the details of the Direct Debit Pay Plan drawing arrangements if we are going to change or vary any of the direct debit conditions at least 14 calendar days prior to the first altered drawing.

Call the West Coast Council Administration desk on (03) 6471 4700 to:

Change*, stop or defer a debit payment. You will need to provide us with at least **two working days** notice.

or

you can contact your own financial institution, which is required to act promptly on your instructions.

*Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us of your new account details.

Terminating the direct debit request completely

If at any time you are dissatisfied with Direct Debit or would prefer to make a payment by another method, you can withdraw from the scheme; however cancellations must be made in writing two days prior to cancellation. Simply send a signed letter of authority to: Direct Debit Officer, West Coast Council, PO Box 63, Queenstown TAS 7467.

Disputing any direct debit transaction

You are entitled to query your West Coast Council bill at any time or contact your financial institution.

To dispute a direct debit amount, call (03) 6471 4700 and our Administration Officers will follow up and resolve your enquiry within five working days. Alternatively you can take it up directly with your financial institution.

Direct Debit drawing not on a business day

If the due date for payment falls on a non business day or public holiday, the debit will be made on the next business day.

Your responsibilities

Please ensure you have enough funds in your nominated account to cover each direct debit, as additional fees may be payable if a transaction is dishonoured by your financial institution. A fee may also be charged to your West Coast Council account in the case of a dishonoured direct debit payment. It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based. We reserve the right to cancel the Direct Debit Pay Plan drawing arrangements if three or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternate payment method. *You* should check:

a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.

b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

Change of bank account details

It is the responsibility of West Coast Council customers to advise if their nominated account is transferred or closed.

Privacy and security

We will keep any information (including *your account* details) in *your Direct Debit Request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information. If *you* wish to notify *us* in writing about anything relating to this *agreement*, you should write to:

West Coast Council

PO Box 63

QUEENSTOWN TAS 7467

We may send notices either electronically to your email address or by ordinary post to the address *you* have given us. Any notice will be deemed to have been received on the third *banking day* after emailing or posting.

We will only disclose information that *we* have about *you*:

to the extent specifically required by law; or for the purposes of this *agreement* (including disclosing information in connection with any query or claim).