



## Pay Your Rates by Direct Debit in 10 monthly instalments

This form allows you to pay your Yarra City Council rates by 10 monthly direct debit payments.

If you would like to pay your rates in full or make quarterly payments, please refer to your rates notice for methods of payment.

### Ten Automatic Account Payments

Yarra's Direct Debit system allows you to nominate a savings or cheque account from which your rates instalments are automatically paid.

Users of the Direct Debit system have the opportunity to spread their rate payments over 10 monthly payments. Your Direct Debit 10 monthly payments will be debited from your bank account from September 2009 to June 2010. Refer to your rate notice for the exact dates of the transactions.

Once established, the Direct Debit system continues year after year until you choose to stop the arrangement.

Paying your rates by Direct Debit is a convenient and easy way to ensure your rates are always paid on time.

### How to Organise Your Direct Debit

To pay your rates in 10 monthly direct debit instalments all you need to do is:

- Have a current savings or cheque account (credit card accounts cannot be used)
- Fill out and sign the application form
- Contact your bank and ensure that the BSB and Account number details are correct and that your nominated account allows Direct Debit
- Send your application form to:

Yarra City Council  
PO Box 168  
Richmond VIC 3121

by **7 September 2009**.

Your rate instalments will then be automatically debited to your account as they fall due.

You can cancel the Direct Debit arrangement whenever you choose by giving written advice to Yarra City Council.

# Direct Debit Request Service Agreement (DDR-SA)

Yarra City Council ABN 98 394 086 520

Please retain this agreement and store with your rates notice.

<b>1 Debiting your account</b>	<p>1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.</p> <p>1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.</p> <p>1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.</p>
<b>2 Changes by us</b>	<p>2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days written notice.</p>
<b>3 Changes by you</b>	<p>3.1 Subject to 3.2, you may change the arrangements under a direct debit request by completing a new direct debit request (DDR) and presenting it to Yarra City Council.</p> <p>3.2 You may also cancel your authority for us to debit your account at any time by giving us (Yarra City Council) notice in writing seven (7) days before the next debit day.</p> <p>3.3 You may also cancel your authority for us to debit your account at any time by giving us seven (7) days notice in writing before the next debit day. This notice should be given to us in the first instance.</p>
<b>4 Your obligation</b>	<p>4.1 It is your responsibility to ensure the account details on your direct debit form are correct by having your financial institution verify the BSB and account details.</p> <p>4.2 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.</p> <p>4.3 If there are insufficient clear funds in your account to meet a debit payment: (a) you may be charged a fee and/or interest by your financial institution; (b) you may also incur fees or charges imposed or incurred by us; and (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.</p> <p>4.4 It is your responsibility to check your account statement to verify that the amounts debited from your account are correct.</p>
<b>5 Dispute</b>	<p>5.1 If you believe that there has been an error in debiting your account, you should notify Yarra City Council directly on 9205 5406 and confirm that notice in writing with us as soon as possible so that we can resolve your query quickly.</p> <p>5.2 If we conclude as a result of our investigations that your account has been incorrectly debited by Yarra City Council, we will refund the amount directly to you or should our investigations conclude your account has been incorrectly debited by a financial institution we will arrange for them to adjust your account (including interest and charges) and advise you in writing accordingly.</p> <p>5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.</p> <p>5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.</p>
<b>6 Accounts</b>	<p>6.1 You should check: (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions and ask them to stamp the form and verify the account details are correct. (b) your account details which you have provided to us are correct by checking them against a recent account statement; and (c) with your financial institution, before completing the direct debit request, if you have any queries about how to complete the direct debit request.</p>
<b>7 Confidentiality</b>	<p>7.1 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.</p> <p>7.2 We will only disclose information that we have about you: (a) to the extent specifically required by law; or (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).</p>
<b>8 Notice</b>	<p>8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Revenue Services Unit, Yarra City Council, PO Box 168, Richmond Victoria 3121.</p> <p>8.2 We will notify you by sending a notice in the ordinary post to the address shown on Yarra City Council's Rates database.</p> <p>8.3 Any notice will be deemed to have been received two business days after it is posted.</p>

# Direct Debit Request

Yarra City Council ABN 98 394 086 520



**Please complete details, detach this form and send to:  
Yarra City Council, PO Box 168 Richmond Vic. 3121**

Please have your bank stamp this form to verify the account details are correct.  
If you have any queries please contact Council's Revenue Services Unit  
on **9205 5406**, or email [rates@yarracity.vic.gov.au](mailto:rates@yarracity.vic.gov.au).

bank stamp

Request an Authority  
to debit the account  
named opposite to pay  
Yarra City Council

SURNAME or COMPANY NAME:

GIVEN NAMES or ABN/ACN:

request and authorise **Yarra City Council, Debit User ID 385471** to arrange for any amount to be debited or charged to you through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below).

Insert the name and  
address of your financial  
institution at which the  
account is held

FINANCIAL INSTITUTION NAME:

ADDRESS:

Insert details of your  
account to be debited

NAME OF ACCOUNT:

BSB NUMBER:

ACCOUNT NUMBER:

Acknowledgment

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangement between you and Yarra City Council, as set out in this Request and in your Direct Debit Request Service Agreement.  
The first debit may be made in accordance with the dates set out on Council's Rate Notice.

Insert your signature,  
date, address and  
contact phone numbers

SIGNATURE:  DATE:  /  /

ADDRESS:

PHONE NUMBER:  B.H.  A.H.

Please indicate

OWNER  or OCCUPIER  of property

PROPERTY NUMBER:

NAME OF PROPERTY OWNERS:

PROPERTY ADDRESS:

Please attach bottom of Rate Notice to this DDR form and return by **7 September 2009**.

# Pay your Rates by Direct Debit

## DEFINITIONS

### account

the account held at your financial institution from which we are authorised to arrange for funds to be debited

### agreement

this Direct Debit Request Service Agreement between you and us

### business day

a day other than a Saturday or a Sunday or a public holiday listed throughout Victoria

### debit day

the day that your payment is due to Council

### debit payment

a particular transaction where a debit is made

### direct debit request (DDR)

the direct debit request between us and you, includes any Form PD-C approved for use in the transitional period

### us or we

Yarra City Council – the organisation you have authorised by signing a direct debit request

### you

the customer who signed the direct debit request

### your financial institution

the financial institution where you hold the account that you have authorised us to arrange to debit

### Please note:

This is a continuous agreement, that can only be cancelled on written notification received by Council.

IF YOU WOULD LIKE TO KNOW MORE ABOUT THE INFORMATION IN THIS DOCUMENT AND YOUR LANGUAGE IS NOT LISTED BELOW, YOU CAN CONTACT AN INTERPRETER ON **9280 1940**

### VIETNAMESE

NẾU MUỐN BIẾT THÊM CHI TIẾT VỀ NỘI DUNG VĂN KIỆN NÀY, QUÍ VỊ CÓ THỂ LIÊN LẠC VỚI MỘT THÔNG DỊCH VIÊN QUA ĐIỆN THOẠI SỐ **9280 1939**

### GREEK

ΑΝ ΘΕΛΕΤΕ ΠΕΡΙΣΣΟΤΕΡΕΣ ΠΛΗΡΟΦΟΡΙΕΣ ΣΕ ΣΧΕΣΗ ΜΕ ΤΑ ΣΤΟΙΧΕΙΑ ΠΟΥ ΠΕΡΙΕΧΟΝΤΑΙ ΣΤΟ ΕΝΤΥΠΟ ΑΥΤΟ, ΜΠΟΡΕΙΤΕ ΝΑ ΕΠΙΚΟΙΝΩΝΗΣΕΤΕ ΜΕ ΕΝΑ ΔΙΕΡΜΗΝΕΑ ΣΤΟΝ ΑΡΙΘΜΟ **9280 1934**

### MANDARIN

如果想要进一步了解这份文件中的内容，您可以致电**9280 1937**，和翻译员取得联系

### CANTONESE

如果您要更多地瞭解關於這篇文件的內容，您可以與傳譯員聯絡，電話號碼**9280 1932**

### ITALIAN

SE DESIDERATE SAPERNE DI PIÙ CIRCA LE INFORMAZIONI CONTENUTE IN QUESTO DOCUMENTO, POTETE CONTATTARE UN INTERPRETE AL **9280 1931**

### TURKISH

BU BELGEDE YERELAN BİLGİLERE İLİŞKİN DAHA FAZLA BİLGİ EDİNMEK İSTİYORSANIZ, **9280 1938** NUMARADAN BİR TERCÜMANLA GÖRÜŞEBİLİRSİNİZ

### ARABIC

لمعرفة المزيد عن المعلومات الواردة في هذه الوثيقة بإمكانكم الاتصال بمترجم على الرقم **9280 1930**

### SPANISH

SI QUIERE MÁS DETALLES SOBRE LA INFORMACIÓN CONTENIDA EN ESTE DOCUMENTO, PÓNGASE EN CONTACTO CON UN INTÉRPRETE LLAMANDO AL TELÉFONO Nº **9280 1935**

### MACEDONIAN

АКО САКАТЕ ДА ДОЗНАЕТЕ ПОВЕЌЕ ЗА ИНФОРМАЦИИТЕ ВО ОВОЈ ДОКУМЕНТ ЈАВЕТЕ СЕ ЗА ПРЕВЕДУВАЧ НА **9280 1936**