



## DIRECT DEBIT REQUEST SERVICE AGREEMENT

1. The customer will be advised 14 days in advance of any changes to the Direct Debit arrangements.
2. For all matters relating to the Direct Debit arrangements the customer will need to:
  - Please contact our Revenue Officer on (03) 6452 4837 or
  - Visit the Circular Head Council offices or
  - Send written correspondence to PO Box 348 SMITHTON

Please allow 14 days for any amendments to take effect.

3. The customer should be aware that direct debiting is not available on all accounts and account details should be checked against a recent statement from the financial institution. If you are in any doubt, please check with your financial institution before completing this authority.
4. It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.
5. If the due date for payment falls on a non-working day or Public Holiday, the payment will be processed on the next working day. If the customer is in any doubt, please contact council for further clarification.
6. If more than two (2) consecutive payments are returned, the Direct Debit will be cancelled.
7. All customer records and account details will be kept private and confidential to be disclosed only at the request of the customer or financial institution in connection with a claim made to an alleged incorrect or wrongful debit.
8. Penalties will be applied to any amount outstanding after the final instalment date.

### Privacy Statement

The personal information on this form is required by Council for administrative purposes. We will only use your personal information for this and related purposes. If this information is not provided, we may not be able to deal with this matter. You may access and/or amend or personal information at any time. How we use this information is explained in our Privacy Policy, which is available at [www.circularhead.tas.gov.au](http://www.circularhead.tas.gov.au) or at the Council office.