



Rates Direct Debit Request

Dedicated to a better Brisbane

Pay your rates by direct debit

Direct debit allows your bank to transfer agreed amounts to Council for payment of your rate account. You can choose to pay in full on the due date, make periodic payments with the balance on the due date or just make periodic payments to the value you specify. You need a cheque or savings account to use this payment method (**Council does not accept credit card cards for direct debiting**). Please note, owner occupied properties will receive our early payment discount when the account is paid in full by the due date

Make a quarterly donation via your rate account

You can also opt to have a donation direct debited each quarter using this form. If you are eligible for a discount on your rates, you may donate your discount. If you are not eligible for a discount on your rates, you may donate \$15.

The quarterly donation will be deducted from your bank account on your rate account due date and will be passed on to the charity that has been nominated for that quarter by Council.

This donation is **ONLY** available with debit arrangement **option 1 or 2**.

Donations are tax deductible and a separate receipt will be issued to you.

For further information, please visit brisbane.qld.gov.au/rates or phone 3403 8888.

Property owners details

Owner/Applicant 1

First name

Last name

Daytime contact number

Email address

Owner/Applicant 2

First name

Last name

Daytime contact number

Email address

Authorisation

I/We:

1. have read, understood and agree to be bound by the terms of the agreement;
2. request and authorise Brisbane City Council (APCA User ID Number 000173) to arrange for funds to be debited from the nominated account at my/our financial institution identified below through the Bulk Electronic Clearing System for payment of Brisbane City Council Rate Account(s). Debiting will occur on the nominated due date(s) on the Rate Account(s) identified;
3. warrant that I am/we are the authorised signatory/signatories on the nominated Rate Account(s).

This authorisation is to remain in force in accordance with the terms described in the agreement.

Privacy statement

Brisbane City Council is collecting your personal information to provide the direct debit payment service you have requested. Council will use your personal information for the purpose of enabling a direct debit service for payments to Council and managing your rate account. Council may also use your personal information to provide other services including processing Council payments, transactions and law enforcement activities. Your personal information will not be given to any third party without your consent unless required or permitted to do so by law. Your personal information is handled in accordance with the *Information Privacy Act 2009*. For more information Council's privacy policy can be viewed at: <https://www.brisbane.qld.gov.au/about-council/privacy-and-legal>.

Owner/Applicant 1 - Signature

Date

Owner/Applicant 2 - Signature

Date

Bank / Financial institution details

Bank / Financial institution name

BSB number (Must be six digits)

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Type of account (e.g. cheque or savings)

NOTE: Credit card accounts not accepted

Account number (Must be no more than nine digits)

Account name(s) (e.g. Smith, AB & CD)

Account holder 1 - Signature

Account holder 2 - Signature

Date

Date

Property details

Property 1

1. Which debit arrangement option do you require for this property?

Tick ONE only

Option 1 - Go to 3

Full payment on the due date

(ensures you receive your discount on every bill, where applicable)

Option 2 - Go to 2

Periodic payments **with** the balance on the due date

(ensures you receive your discount on every bill, where applicable)

Option 3 - Go to 2

Periodic payments **without** the balance on the due date

2. What periodic payment do you require?

Weekly Fortnightly Monthly

Enter a date (**Monday through Friday, at least 10 business days in advance**) for payments to commence. Any payment scheduled for a public holiday will be deducted from your bank account the following business day.

Date Amount (Minimum \$10)

3. Rate Account number (*Refer page 3 of Rate Account*)

5	0	0	0	0	0	0	0								
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4. Property location

5. Registered owner(s) name(s)

6. Donation (*for options 1 & 2 only*)

I would like to make a donation of my discount, if applicable, or \$15 where my property does not qualify for a discount each quarter.

Yes No

Property 2

1. Which debit arrangement option do you require for this property?

Tick ONE only

Option 1 - Go to 3

Full payment on the due date

(ensures you receive your discount on every bill, where applicable)

Option 2 - Go to 2

Periodic payments **with** the balance on the due date

(ensures you receive your discount on every bill, where applicable)

Option 3 - Go to 2

Periodic payments **without** the balance on the due date

2. What periodic payment do you require?

Weekly Fortnightly Monthly

Enter a date (**Monday through Friday, at least 10 business days in advance**) for payments to commence. Any payment scheduled for a public holiday will be deducted from your bank account the following business day.

Date Amount (Minimum \$10)

3. Rate Account number (*Refer page 3 of Rate Account*)

5	0	0	0	0	0	0	0								
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4. Property location

5. Registered owner(s) name(s)

6. Donation (*for options 1 & 2 only*)

I would like to make a donation of my discount, if applicable, or \$15 where my property does not qualify for a discount each quarter.

Yes No

DIRECT DEBIT REQUEST SERVICE AGREEMENT

Please retain agreement for your records

This agreement is between Council and you and should be read in conjunction with the Direct Debit Request (DDR) form.

1. Payments will commence on the first arranged date after Council has processed your DDR.
2. If Council is required to adjust your rates, an amended rate account with a new due date will be issued.
3. It is Council's policy for the due dates of all rate accounts to fall on a business day i.e. not on a weekend or other gazetted holiday in Brisbane.
4. Council will give you a minimum of 14 days notice if there are any changes to this agreement or the DDR.
5. If you wish to change any details on your DDR form, including changing payment amounts, you will need to complete a new DDR form a minimum of 10 business days before the next scheduled payment date. Provided the new details relate to the same rate account, cancellation of the previous DDR is automatic. You may defer a payment or cancel your DDR at any time by contacting Council at least 10 business days before the next scheduled payment date.
6. **It is your responsibility to cancel a DDR on the sale of your property.** If a late request for cancellation is received and Council is unable to stop the direct debit, Council may issue you with a refund following consideration of your written application.
7. Direct debiting through the Bulk Electronic Clearing System is not available on all accounts. If uncertain, check with your financial institution before completing the DDR form. Council does not accept credit cards for direct debiting.
8. It is your responsibility to ensure that you have sufficient cleared funds in your nominated account on the next scheduled payment date to permit payment in accordance with the DDR. If you have insufficient cleared funds, your bank may charge you a fee and may dishonour your direct debit. Bank charges are in addition to penalties imposed by Council as detailed in Council's Schedule of Fees and Charges.
9. If your direct debit payment is declined, Council will inform you in writing. You must pay your rates by another method and supply a new DDR form if your account details have changed. In some instances, the discount (where applicable) may not be granted and interest may accrue from the due date of the account. Administrative charges may also apply. Council may, by notice to you in writing, cancel your DDR should direct debits be repeatedly rejected by your financial institution.
10. If you consider that your nominated financial institution account has been wrongfully direct debited or direct debited for an incorrect amount, please contact Council. Dispute claims may also be referred to your financial institution.

Return completed forms:

By email: customerservices@brisbane.qld.gov.au

By mail: Brisbane City Council Rates Management, GPO Box 1434, BRISBANE QLD 4001

In person: Visit any Brisbane City Council Customer Service Centre, Regional Business Centre or Ward Office

For more information contact Council on (07) 3403 8888 or visit www.brisbane.qld.gov.au