

Customer Direct Debit Service Agreement

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between the City of Melville User ID 253734 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for payment of council rates.

Drawing Arrangements

- Penalty interest accrues daily on the outstanding balance at the rate of 3.5% p.a.
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day.
- The amount to be direct debited will not be increased without your written authority.
- If you cancel this direct debit authority prior to its agreed completion then full payment plus penalty will be required immediately.
- If your direct debit fails three times because of insufficient funds or stopped payment, legal action may commence without further notice.
- **Please be advised Direct Debits are processed Thursdays (unless this falls on a public holiday, then your direct debit will take place one day prior (Wednesday) from your nominated account)**
- If you wish to discuss any changes to the initial terms, please contact us on 1300 635 845, by mail, or by email melinfo@melville.wa.gov.au

Your Rights

Changes to the Arrangement

If you want to make changes to the drawing arrangements, contact us, by mail, or by email melinfo@melville.wa.gov.au

These changes may include:

- new direct debit bank details; or
- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely.

Enquiries

Direct all enquiries to us, rather than to your financial institution. These should be made at least 5 working days prior to the next scheduled drawing date. All communication addressed to us should include your assessment number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting us on 1300 635 845 during business hours.
- If you do not receive a satisfactory response from us 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) or
 - within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your Commitment to Us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this); and
- that on the drawing date there is sufficient cleared funds in the nominated account; and
- that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we will contact you requesting payment. Any transaction fees payable by us in respect of the above will be added to your rates account.