



Direct Debit Request Form

I/We request the ALICE SPRINGS TOWN COUNCIL to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the schedule specified below. For more information read our our policy on Direct Debit, on the following page.

Personal Details

Name Name 2 (if joint account)

Postal Address

Phone Mobile Email

Two signatures are required if the payments are to come from a joint account.

Signed (written) Date

Signed (written) Date

Bank Details

Name of Financial Institution

Branch

Account Number BSB

Account Name (s)

Commencement Date for Payments

Please Debit my Account for: Full Annual Amount Pay by Installment

Rates Assessment Number

Lot Number

Property Address

Direct Debit Form

reset form



CUSTOMER DIRECT DEBIT REQUEST 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 Alice Springs Town Council 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 RATE PAYMENTS.

Drawing Arrangements

The first drawing under this Direct Debit arrangement will occur on the nominated day as per the direct debit request.

If any drawing falls due on a non-business day, it will be debited to your account on the previous business day preceding the scheduled drawing date.

We will give you at least 14 days notice in writing when changes to the initial terms of the arrangements are made. This notice will state any new amount, frequency, next drawing date etc, and any other changes to the initial terms.

If you wish to discuss any changes to the initial terms, please contact the Council on telephone (08) 89500500.

YOUR RIGHTS

Changes to the Arrangement

If you want to make changes to the drawing arrangements, please contact us in writing. These changes may include:

- Altering the schedule; or
- Deferring the drawing; 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, and these should be made at least 14 working days prior to the next scheduled drawing date. All communication addressed to us should include your Assessment Number and Residential Address.