

APPLICATION FORM AND CONDITIONS



Request for Debiting Amounts by the Direct Debit System

Customer's Authority	I/We _____ ABN (if required): _____ (Name or Company/Business Name) Contact Phone Number: _____ authorise North Sydney Council (APCA User ID Number: 012994) to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force until further notice is received in writing.
Details of the Account to be Debited (all details must be supplied)	Name of Financial Institution: _____ Bank Account Name: _____ BSB No: _____ Account No: _____ Branch Name: _____
Payment Options	I/We request that you debit my/our account in accordance with our Agreement and subject to one or more of the following conditions: Amount to be debited \$ _____ <input type="checkbox"/> Once only payment <input type="checkbox"/> Annually First payment date _____ / _____ / _____ Trading terms and conditions apply.
Payment Details	The payment is for: _____ Type of service e.g. Trade Waste Services, Car Parking Account Company/Business Account Name (Council): _____ Account No (Council): _____
Authorisation	I/We authorise the following: 1. North Sydney Council to verify the details of the abovementioned account with my/our Financial Institution. 2. The Financial Institution to release information allowing North Sydney Council to verify the abovementioned account details. I/We understand and acknowledge that: 1. The Financial Institution may, in its absolute discretion, determine the order of priority payment of by it of any moneys pursuant to this Request or any authority or mandate. 2. The Financial Institution may, in its absolute discretion, at any time by notice in writing to me/us, terminate this Request as to future debits. 3. North Sydney Council may, by prior arrangement and advice to me/us, vary the amount or frequency of future debits. 4. It is the responsibility of the customer to ensure that the nominated account can accept Direct Debits. 5. It is the responsibility of the customer to ensure that CLEAR funds are available in the account on any due date. Any debit which is dishonoured will be reversed from the account and a dishonour fee will be charged to the account. Signature: _____ Date: _____ / _____ / _____ Signature: _____ Date: _____ / _____ / _____

PRIVACY STATEMENT

North Sydney Council is collecting your personal information for the purposes of processing an application or submission. The supply of personal information is entirely voluntary. If you elect not to provide or do not wish to provide your personal information, Council may not be able to process your application or act on or acknowledge your submission. North Sydney Council shall be regarded as the agency that holds your personal information and access to your personal information by interested parties, may be released in line with Council policies. North Sydney Council may publish any personal information included in a submission on a proposal or proposed development. You have a right to access your personal information held by Council. You also have a right to have your personal information corrected or amended by Council. Applications by members of the public to view Council's records which are not in the public arena are subject to the provisions of *Privacy and Personal Information Protection Act 1998*, *Government Information (Public Access) Act 2009* and North Sydney Council's Privacy Management Plan.

I have read and understand the Privacy Statement

Signed: Date:

CHARTER FOR DIRECT DEBIT CUSTOMERS

1. Notification that payment is due

Where the amount of payment due varies from bill to bill, we will always provide you with a bill at least 10 business days (or such time as agreed with you) before payment is due. On the due date, the amount will be debited from the account you have nominated at your financial institution.

Where the amount of payment due is fixed according to a pre-agreed arrangement, we will always notify you at least 10 business days (or such time as agreed with you) before the due date if there is a change in the amount to be paid.

2. Direct debit guarantee

If you dispute any amount on a bill, or on a notification of payments due under a pre-agreed arrangement, and let us know at least 2 business days before payment is due, we guarantee we will not debit your account for the amount in dispute until the dispute is resolved. This notice will allow us enough time to resolve the problem or to halt processing of the payment.

3. Change in payment method or cancellation

You may cancel the direct debit or change your nominated account by simply letting us know in writing at least 2 business days (or such time as agreed with you) before payment is due.

4. Privacy

We will maintain strict control over the information you provide to us. We will act only on your instructions or those of your authorised representative.

5. Complaints

We will provide you with contact details for lodging complaints when the direct debit is established, and these details will be repeated on regular bills. We will respond to any complaint within 5 business days.