

Direct Debit – Service Agreement

1. This agreement is between the Direct Debit User (Newcastle City Council - User ID No 086882) and you (the Customer). We undertake to periodically debit your nominated account for the agreed amount for your rates and charges. All notices for Rates and Charges will continue to be issued in accordance with the provisions of Section 546 of the Local Government Act, 1993.
2. Council will provide a minimum of 14 days notice to change the terms of this arrangement.
3. A copy of your Direct Debit Request will be made available to you upon your written request.
4. Customers may defer or alter the drawing schedule with a minimum of five days notice. Refer Item 13.
5. Customers may stop an individual debit with a minimum of five days notice. Refer Item 13.
6. Customers may suspend or cancel the Direct Debit Request with a minimum of five days notice. Refer Item 13.
7. Any disputed transaction should be referred to the Council. An explanation will be supplied promptly. Refer Item 13.
8. Any debit due to be drawn on a non-business day will be drawn on the next business day.
9. It is the responsibility of the customer to ensure that the nominated account can accept Direct Debits.
10. It is the responsibility of the customer to ensure that **CLEAR** funds are available in the account on any due date.
11. Any debit which is dishonoured will be reversed from the rate account and a dishonour fee will be charged to the Customer's rates and charges account. **The current dishonour fee charged by Council is \$19.40 but may vary from time to time according to Council's fee structure.**
12. All customer information will be confidential, except as required by my sponsor financial institution and by law.
13. All enquiries regarding this Direct Debit Request are to be referred to Council's Rates Team by phoning (02) 4974 2000 between 8:30am and 5:00pm Monday to Friday.