

## DIRECT DEBIT SERVICE AGREEMENT

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Hornsby Shire Council User ID Number 185532 and you. It sets out Council's responsibilities and your rights and responsibilities.

### OUR COMMITMENT TO YOU

#### 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 amount due.

#### Drawing Arrangements

The first drawing under this Direct Debit arrangement will occur on the next due date after we receive the DDR form, and confirm the details.

- Your account will be debited with the full month's charges each month as per your agreement.
- If any drawing falls due on non-business day, it will be debited to your account on the next business day following 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 changes to the frequency or drawing date and any other changes to the initial terms.

### YOUR RIGHTS

#### Changes to the Arrangements

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

- changing account details
- cancelling the direct debit

Your correspondence should be addressed to:

Debtors Section – Direct Debiting  
Hornsby Shire Council  
PO Box 37 HORNSBY NSW 1630

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All personal customer information held by Council will be kept confidential except for information provided to your financial institution in order to initiate the drawing on the nominated account.

#### Enquiries /Disputes

Please direct all enquiries/disputes to Council's Debtors Section on **9847 6779** (8.30 am to 5.00 pm, Mon-Fri), rather than to your financial institution, and these should be made at least two weeks prior to the next scheduled drawing date. All communication to us should include your **Debtor Number**.

If you do not receive a satisfactory response from Council to your dispute, contact your financial institution who will respond to you with an answer to your claim

- within seven business days (for claims lodged within twelve months of the disputed drawing) or
- within thirty business days (for claims lodged more than twelve months after the disputed 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)
- on the drawing date there is sufficient cleared funds in the nominated account
- you advise us if the nominated account is transferred or closed

If your drawing is dishonoured by your financial institution, we will notify you requesting that payment be made by some other method. The direct debit drawings will continue from the next scheduled debit. A dishonour fee will be applied to your account as per Hornsby Shire Council's Fee's & Charges. A fee may also be charged by your own financial institution.

**Please refer to clause 16 of the Terms and Conditions of Hire Community Venues for further details regarding Councils direct debit and debt management policy.**