



Membership Direct Debit Request (DDR)



Customers' Authority

I Name of Customer(s) giving the DDR

Address of DDR

Authorise you Name of Debit User

City of Kalamunda

APCA User ID Number

207219

to arrange for funds to be debited from my 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 in accordance with the terms described in the:

Service Agreement

City of Kalamunda Membership Direct Debit Request Service Agreement

Authorising Staff Signature

Date

Details of the account to be debited (All details must be supplied)

Financial Institution

Location of Branch

Account Name

BSB Number

-

Account number

Payment Details

The payment is for a

12

month direct debit

membership

Membership #

I request that you debit my account in accordance with our agreement and subject to the following conditions:

Initial payment

\$

Frequency of debit

Monthly



Debit amount

\$

x

11 months

+

Nil

billing fee

First direct debit date

15*

/

/

(*Or the next working day)

I authorise the following:

The Debit User to verify the details of the above-mentioned account with my/our Financial Institution.

The Financial Institution to release information allowing the Debit User to verify the above-mentioned account details.

Customer's signature

Date

Membership Direct Debit Request Service Agreement

- 1 The City of Kalamunda will periodically debit your nominated bank account for the payment of membership fees, according to the details set out in the Membership Direct Debit Request Form. Deductions will be made from your account on the **15th of each month** until the debt is fully paid.
- 2 The Customer will be advised 14 days in advance of any changes to the Direct Debit arrangements.
- 3 For all matters relating to the Direct Debit arrangements, the Customer will need to: All alterations to arrangements need to be in writing to Hartfield Park Recreation Centre 199 Hale Road Forrestfield 6058 or via email to recreation@kalamunda.wa.gov.au outlining the request/issue.

Allow for a maximum of 10 working days for the amendments to take effect. The City of Kalamunda will advise if longer is required.

- 4 The Member should be aware that:
 - a. A monthly administration fee of \$3.00 is included in the monthly debit fee, as per Councils adopted schedule of Fees & Charges for 2014/2015.
 - b. Direct debiting through Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - c. Account details should be checked against a recent statement from the Financial Institution. If you are in any doubt, you should check with your Ledger Financial Institution before completing the drawing authority.
 - d. Memberships will be suspended until all arrears are paid.

- 5 It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn.

- 6 It is your responsibility to advise the City of Kalamunda accordingly should your account be transferred or closed.

Allow for a maximum of 10 working days for the amendments to take effect. The City of Kalamunda will advise if longer is required.

- 7 If the due date for payment falls on a weekend or Public Holiday, the payment will be processed on the next working day.

- 8 For dishonoured direct debit payments, the following procedures or policy will apply:

1. A phone call will be made to inform you of the dishonoured payment.
2. A letter will be sent advising of the returned payment, the charges applicable and requesting notification of any change of details.
3. Any fees incurred by the City of Kalamunda in respect of any dishonoured drawings will be debited to the membership, and deemed payable by the Member.
4. If two (2) payments are rejected due to insufficient cleared funds, the City of Kalamunda will cancel the agreement and commence normal legal proceedings.

Dishonoured fee:

- All dishonoured payments will incur an administration fee

- 9 All customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.

- 10 **Disputes**

- If you believe that a drawing has been initiated or carried out incorrectly, in the first instance please take the matter up directly with the 'Recreation Staff Supervisor' at City of Kalamunda Recreation Centres via email recreation@kalamunda.wa.gov.au.
- On receipt of advice of any dispute, the issue will be addressed and advice of the outcome issued within ten (10) working days.