

Direct debit payments from bank accounts



- To set up a direct debt, you will need to fill in this form. After the form is filled in you need to give it back to Council.
- You can set up a direct debt for 4 installments, or one full payment.
- Direct debt application for current years rates will not be accepted after 31st December.
- The 4 installment dates are:
 - 30th September
 - 30th November
 - 28th February
 - 31st May

Service agreement

Direct Debit	By signing the direct debit form you allow East Gippsland Shire to take money from your bank account. We will only take money on a business day, if the date falls on a weekend or public holiday we will take the money on the next business day. Your direct debit will continue each year, unless you advise Council to stop your direct debit.
Changes to the Direct Debit	If we need to change the direct debit, we will write you a letter and give you 14 days' notice of this change. Please call us on 03 5153 9500 if you have any questions.
If you want to stop or change the Direct Debit	To change the direct debit or update your bank details you need to tell us in a letter or fill in this form and give us 14 days' notice. To stop a direct debit, you need to tell us in a letter or fill in Cancellation of direct debit for rates form.
Your Responsibility	You need to make sure there is enough money in your bank account for each direct debit. You may be charged fees by your bank if there is not enough money. You should check your bank statement to make sure the right amount of money has been taken out by us. If your payment dishonours three times, your direct debit will be cancelled, and you will need to find another way to pay your account.
Mistakes	If you think we have made a mistake, you need to call us on 03 5153 9500. You should also write us a letter to explain the mistake. If a mistake has been made, we will refund the money back into your account. If we have not made a mistake, we will write to you to explain the reasons
Accounts	You should make sure that a direct debit can be taken from your bank and your account details are correct. Check with your bank if you have any questions about direct debit.
Confidentiality	Confidentiality means we will keep your information private. We will do what the law says. You can ask for a copy of our Privacy Policy
Contact Us	Phone us on 03 5153 9500 Write to us at: East Gippsland Shire Council PO Box 1618 Bairnsdale VIC 3875

Collection Notice:

The East Gippsland Shire Council asks for details about you to collect rates, approve permits and licences, and run a range of community services. The information you give to us on this form is used only for the reasons set out in the form and is not given to anybody else. Sometimes we may supply details about you to someone else, but only if we are allowed by law, or to protect someone or property. When information is given out, Council will always try to make sure your privacy is protected in line with the *Privacy and Data Protection Act 2014*. You may ask for more information about Council's Privacy Policy by contacting our Information Privacy Officer on 03 5153 9500 or email feedback@egipps.vic.gov.au AUG 26

☐ New direct debt request	☐ Change direct debit
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Applicant details:

First name:	Surname:
Home address:	
	Postcode:
Postal address:	
	Postcode
Contact number:	
Email address:	

Bank details:

Name of bank:	
Bank address:	
	Postcode
Name bank account is held in:	
BSB number:	Account number:

Payment: (please tick one box only)

☐ 4 installments
☐ Full payment on the 15 th of February

Property: (your assessment number is on your rates notice)

Assessment number	Property address:

- I agree that I have read this form and understand the direct debit agreement between East Gippsland Shire and myself.

Name:

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Signature:		Date:
Office use only		
CS Stamp:	IM Stamp:	

Contact Council

-  **Phone:** 03 5153 9500
-  **Email:** feedback@egipps.vic.gov.au
-  **Website:** eastgippsland.vic.gov.au
-  **Mail:** PO Box 1618, Bairnsdale VIC 3875

Customer Service Centres:

- **Bairnsdale:** 273 Main Street
- **Lakes Entrance:** 18 Mechanics Street
- **Mallacoota:** 70 Maurice Avenue
- **Omeo:** 179 Day Avenue
- **Orbost:** 1 Ruskin Street
- **Paynesville:** 55 Esplanade

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