



ACT REVENUE OFFICE DIRECT DEBIT REQUEST



Property Details

Suburb	Section	Block	Unit	Rates/Land Tax Account
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	LAST SEVEN DIGITS ONLY <input type="text"/>
Name of Property Owner(s) - <i>Please Print</i>				Contact Telephone Number
<input type="text"/>				<input type="text"/>

Customer's Authority

I/We authorise the following:

- 1 the ACT Revenue Office (APCA ID No. 068249) to arrange for funds to be debited from my/our account at the financial institution identified below through Bulk Electronic Clearing System (BECS) in accordance with the terms described in the ACT Revenue Office Direct Debit Request Service Agreement on the reverse of this form;
- 2 the ACT Revenue Office to verify the details of the account provided below with my/our financial institution; and
- 3 my/our financial institution to release information to the ACT Revenue Office to verify the details of the account provided below.

This authorisation is to remain in force in accordance with the terms described in the ACT Revenue Office Direct Debit Request Service Agreement.

Signature(s)	Date
<input type="text"/>	<input type="text"/>

Please note that signatures should be in accordance with the operating instructions for the financial institution account nominated below.

Details of the Account to be Debited

(All details must be supplied)

Name of Financial Institution	Branch
<input type="text"/>	<input type="text"/>
Name of Account Holder(s)	
<input type="text"/>	
BSB Number	Account Number
<input type="text"/>	<input type="text"/>

Please Note: Direct Debit is not available on the full range of accounts. If in doubt, please refer to your financial institution. Direct Debit is not available via credit cards.

Payment Options

(Please tick all appropriate boxes and enter amount where necessary. For payment frequency please refer to point 4.1 on the reverse of this form)

Autopay – The amount to be debited will be automatically calculated

Rates	→	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Weekly	Fortnightly "A"	Fortnightly "B"	Monthly	Quarterly	Annually
Land Tax	→	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not available for Land Tax

NOTE:
Fortnightly "A"
(public service payday)
Fortnightly "B"
(non public service payday)

Flexipay – The amount to be debited must be nominated

Rates	→	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$ <input type="text"/>
		Weekly	Fortnightly "A"	Fortnightly "B"	Monthly	One Off	Amount to be debited
Land Tax	→	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$ <input type="text"/>

Preferred Start Date

Rates	<input type="text"/>	until further notice	<input type="checkbox"/>	or to finish on	<input type="text"/>
Land Tax	<input type="text"/>	until further notice	<input type="checkbox"/>	or to finish on	<input type="text"/>

ACT REVENUE OFFICE – DIRECT DEBIT REQUEST SERVICE AGREEMENT

General

- 1.1 This agreement sets out the terms and conditions upon which the ACT Revenue Office will provide for the processing of payments to rates and land tax accounts by direct debit entries from a Customer's account held with a Financial Institution.
- 1.2 For both Autopay and Flexipay where the Customer requests that both rates and land tax are to be paid by a direct debit arrangement, separate amounts for rates and land tax will be debited to the Customer's nominated account.

Autopay

- 2.1 Customers selecting the Autopay direct debit scheme will have payments for their annual rates and/or quarterly land tax charges automatically deducted from their nominated account with a Financial Institution. Customers can elect to have payments debited to their nominated account on a weekly, fortnightly, monthly, quarterly or annual frequency. Please note that the annual payment option is only available for rates accounts.
- 2.2 Where a weekly, fortnightly or monthly payment frequency is selected, the payment amounts will be automatically re-calculated each year to pay the annual rates and/or land tax charges over an 11 month period. No amounts will be deducted in the month that your Annual Assessment Notice is issued.
- 2.3 All Customers on Autopay will receive an annual rates assessment notice and, if applicable, quarterly land tax assessment notices. Customers electing to have rates payments deducted on a quarterly basis will also receive a quarterly reminder notice. Details of any revised payment amount and the date of the first direct debit deduction for each year will be provided with the annual assessment notice for rates and first quarter assessment notice for land tax.
- 2.4 The Autopay direct debit scheme is not available to Customers who have arrears outstanding on their rates and/or land tax accounts.

Flexipay

- 3.1 The Flexipay direct debit scheme allows the Customer to nominate the amount and frequency of the rates and/or land tax payments to be deducted from their nominated account with a Financial Institution. Customers can select a weekly, fortnightly or monthly frequency, or a one-off payment.
- 3.2 Under Flexipay, the Customer is responsible for ensuring that all amounts specified in any rates and/or land tax assessment notices are paid by the due date. Amounts outstanding on the 15th of each month will attract interest at the current interest rate for overdue rates and land tax. Additional payments can be made through the normal payment methods.
- 3.3 All Customers on Flexipay will receive their normal rates and land tax assessment and reminder notices.

Payment Frequency

- 4.1 Direct debit arrangements include the following payment frequencies:
 - Weekly – Direct debit amounts will be debited each Thursday.
 - Fortnightly – Direct debit amounts will be debited every second Thursday with the Customer having the option of one of two fortnightly cycles, ie Fortnight A (Public Service pay week) or Fortnight B (Non Public Service pay week).
 - Monthly – Direct debit amounts will be debited on the 15th day of each month.
 - Quarterly – Direct debit amounts will be debited on the due date specified in the quarterly assessment or reminder notice.
 - Annual – Direct debit amounts will be debited on the due date specified in the annual rates assessment notice. Please note that the Annual payment option is not available for land tax accounts.
 - One-off – Direct debit amounts will be debited on a Thursday nominated by the Customer for the one-off payment.
- 4.2 The date specified above, on which amounts are to be debited, is the date on which the ACT Revenue Office will send a direct debit request to its Sponsor Financial Institution for processing. The date on which the Customer's account is debited will depend on the processing of the debit by the Customer's Financial Institution, and may occur after the date on which the ACT Revenue Office sends the debit request to its Sponsor Financial Institution.

Cleared Funds

- 5.1 It is the Customer's responsibility to ensure that sufficient clear funds are available in the nominated account by the due date to permit the payment of debit amounts initiated in accordance with the relevant Direct Debit Request.

Non-Working Days and Public Holidays

- 6.1 If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next available working day. If the Customer is in any doubt, please contact the ACT Revenue Office to clarify the date of processing.

Returned/Unpaid Transactions

- 7.1 The ACT Revenue Office will notify Customers in writing of any direct debit transactions that are rejected by their Financial Institution.
- 7.2 Customers are required to manually pay to their rates and/or land tax account any rejected direct debit transaction amounts.
- 7.3 Direct debit arrangements for a Weekly, Fortnightly, Monthly or Quarterly payment frequency will be automatically cancelled if three (3) transactions are rejected within a twelve month period.
- 7.4 Direct debit arrangements for an Annual payment frequency will be automatically cancelled if an annual transaction is rejected.
- 7.5 A fee applies to each rejected direct debit transaction. Fees for rejected transactions will be debited to the Customer's rates and/or land tax account.

Variation of Direct Debit Arrangements

- 8.1 The ACT Revenue Office will provide the Customer with at least 14 days notice of any variation or changes to the direct debit arrangement.

Customer Changes to Direct Debit Arrangements

- 9.1 Customers may change the direct debit arrangement with the ACT Revenue Office by contacting the Office during normal business hours. Some changes to a direct debit arrangement may require the completion of a new Direct Debit Request by the Customer.
- 9.2 Customers must advise the ACT Revenue Office immediately if the account details in the Direct Debit Request change or the Customer's account with the Financial Institution is closed.
- 9.3 Customers should allow at least 14 days from the date that the ACT Revenue Office is notified or, where a new Direct Debit Request is required, from the date that the request is received by the ACT Revenue Office, for any changes to take effect. The ACT Revenue Office will confirm in writing any changes to the direct debit arrangement.

Suspension of Direct Debit Arrangements

- 10.1 Customers may request the suspension of their direct debit arrangement by contacting the ACT Revenue Office at least five (5) working days prior to the date of the next scheduled direct debit payment. The ACT Revenue Office may require the Customer to provide details in writing of their request to suspend the direct debit arrangement.
- 10.2 It is the Customer's responsibility to make manual payments for any payments that are not made as a result of the suspension of their direct debit arrangement.
- 10.3 Where the direct debit arrangement has been suspended at the request of the Customer on three (3) occasions in the previous twelve month period, the ACT Revenue Office may at its absolute discretion refuse to allow any further suspension and cancel the direct debit arrangement.

Cancelling Direct Debit Arrangement

- 11.1 Customers may cancel their direct debit arrangement with the ACT Revenue Office by contacting the Office not less than five (5) working days prior to the due date of the next scheduled direct debit payment.

Disputing a Debit Item

- 12.1 All queries in relation to direct debit transactions should in the first instance be directed to the ACT Revenue Office.
- 12.2 The ACT Revenue Office will investigate all claims and advise the Customer of the result of those investigations.
- 12.3 If the ACT Revenue Office has incorrectly processed a direct debit transaction from a Customer's nominated account, the Customer's rates and/or land tax account will be adjusted accordingly and any amounts incorrectly debited will be refunded to the Customer.

Contacting the ACT Revenue Office

- 13.1 The ACT Revenue Office can be contacted in relation to direct debit arrangements by:
 - Calling the number listed below for the Sector in which your property is located for rates billing purposes;

Sector	Phone Number	Month that Annual Notice is Issued	Due Date for First Instalment	Due Date for Second Instalment	Due Date for Third Instalment	Due Date for Fourth Instalment
1	6207 0049	July	15 Aug	15 Nov	15 Feb	15 May
2	6207 0122	August	15 Sep	15 Dec	15 Mar	15 Jun
3	6207 0060	September	15 Oct	15 Jan	15 Apr	15 Jul

- Visiting the ACT Revenue Office
Customer Service Centre
Canberra Nara Centre
Corner London Circuit and Constitution Avenue
CANBERRA CITY; or
- Sending written correspondence to
ACT Revenue Office
PO Box 252
CIVIC SQUARE ACT 2608

Accounts for Direct Debit

- 14.1 Customers should note that:
 - Direct debiting through the Bulk Electronic Clearing System is not available on all accounts; and
 - Account details should be checked against a recent statement from your Financial Institution.
- 14.2 If you are in any doubt, you should check with your Financial Institution before completing the Direct Debit Request authority.

Privacy

- 15.1 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.