

Customer Direct Debit Request (DDR) Service Agreement

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between, Litchfield Council, and you. It sets your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

How to Contact Us

Enquiries

Direct all enquires to us, rather than to your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:-

Phone:	(08) 8983 0600 - Ask for the Rates Section
Email:	rates@litchfield.nt.gov.au
Mail:	PO BOX 446, HUMPTY DOO NT 0836

All communication addressed to us should include your Assessment Number.

Our Commitment to You

Initial terms of the agreement

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 agreed amount.

Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on the date nominated on the Direct Debit Request.
- If any drawing falls on the non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
- We will give you at least 14 days' notice in writing, by email, or by phone when changes to the initial terms of the arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- Deductions will be cancelled by Litchfield Council, if the property is transferred to a new owner that is not you, by notification from the Land Titles Office.
- If you wish to discuss any changes with the initial terms, please contact us.

Your Rights

Changes to the arrangement

If you wish to make changes to the drawing arrangements, please contact us. These changes may include:

- deferring the drawing; or
- altering the schedule; or
- stopping an individual debit; or
- suspending the DDR; or
- cancelling the DDR completely

Confidentiality

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly by contacting us.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the 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);
- That on the drawing date there are sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed;
- If your property is in the process of selling.

If your drawing is returned or dishonoured by our financial institution, we may re-draw on your account after four (4) business days, or contact you to arrange alternate payment. Any transaction fees payable to us in respect of the above will be added to your account.