

Rates and Charges Payment Plan Application



Please forward completed Payment Plan Application forms to email@maribyrnong.vic.gov.au.

Property owner details

First name	_____	Last name	_____
Postal address	_____		
Suburb	_____	Postcode	_____
Contact phone	_____	Email	_____

Property details

If you are applying for a payment plan for multiple properties in the City of Maribyrnong you must submit an application for each property.

Assessment number (refer to rates assessment notice)	_____		
Property address	_____		
Suburb	_____	Postcode	_____
Total amount due now for property	\$ _____		

Agreement details

Rates arrears balance	\$ _____	Rates balance total	\$ _____
Proposed minimum amount to pay	\$ _____	Commencement date	_____
Payment frequency	<input type="checkbox"/> Weekly	<input type="checkbox"/> Fortnightly	<input type="checkbox"/> Monthly

Please provide full details of your current financial situation and the reasons for applying for a rates and charges payment plan.

Please attach additional pages should further space be required.

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Payment arrangement conditions

1. Payment plans longer than 3 months require a direct debit.
2. This agreement is for the total amount of rates and charges due now as indicated above and subject to confirmation by Council.
3. Any defaulting of an approved payment plan may be subject to debt recovery action.
4. Interest currently at the rate of 10% per annum (or as set by the Minister) will be placed on hold, if this payment plan defaults interest will no longer be held and will start to accrue against the arrears of rates until paid in full.
5. You agree to contact Council's Revenue Service Department immediately should you be unable to pay any amount as required by any agreed payment plan by phoning 9688 0200 or by emailing email@maribyrnong.vic.gov.au.

Direct debit application

I/We request and authorise Maribyrnong City Council, to arrange, through its own financial institution, for any amount Maribyrnong City Council may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement (and any further instructions provided below and over page).

Account name(s)

BSB

Account number

Payment details

Select the preferred method of payment (please select one payment option)

Monthly payment option

- Monthly payments of \$ _____ payable on the 1st of each month
- payable on the 15th of each month

Fortnightly payment option

- Fortnightly payments of \$ _____ payable on the 1st and 15th of each month

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Declaration

I/We the owners/authorised managing agents declare that the information provided on this Rates and Charges Payment Plan Application is true and accurate to the best of my knowledge at the time of making this application. I understand that providing any false or misleading information may result in Maribyrnong City Council cancelling this payment arrangement and pursuing debt recovery actions for any outstanding monies owed. I have read and understood the payment arrangement conditions listed above.

Signature

Date

Print name

Privacy Statement

Maribyrnong City Council is committed to its obligations in protecting your personal information pursuant to the Privacy and Data Protection Act 2014. The personal information requested on this form is being collected by Maribyrnong City Council for the purpose of assessing a rates and charges payment arrangement application.

The information will be used by Council for this primary purpose or directly related purposes. Council may not be able to assist/provide a service as a consequence should this information not be provided. Council will not disclose your personal information to any third party unless required to do so by law.

Requests for access to and/or amendment of the information provided may be made to Council's Privacy Officer on 9688 0200. For more information please refer to Council's Privacy Policy, available for download from Council's website at www.maribyrnong.vic.gov.au.

Definitions

- *Account* means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- *Agreement* means this Direct Debit Request Service Agreement between you and us.
- *Business day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- *Debit day* means the day that payment by you to us is due.
- *Debit payment* means a particular transaction where a debit is made.
- *Direct debit request* means the Direct Debit Request between us and you (and includes any Form PD-C approved for use in the transitional period).
- *Us or we* means Maribyrnong City Council (the Debit User) you have authorised by signing a direct debit request.
- *You* means the customer who signed the direct debit request.
- *Your financial institution* means the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting Your Account

- 1.1. By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account.
- 1.2. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.3. We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the direct debit request, a billing advice which specifies the amount payable by you to us and when it is due.
- 1.4. If the debit day falls on a day that is not a business day, your account will be debited on the following business day.

2. Changes By Us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days' written notice.

3. Changes By You

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us on Maribyrnong City Council.
- 3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.
- 3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days' notice in writing before the next debit day. This notice should be given to us in the first instance.

4. Your Obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2 You should check your account statement to verify that the amounts debited from your account are correct.

- 4.3 If Maribyrnong City Council is liable to pay the goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay Maribyrnong City Council on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

- 4.4 If there are insufficient clear funds in your account to meet a debit payment:
 - 4.4.1 you may be charged a fee and/or interest by your financial institution.
 - 4.4.2 you may also incur fees or charges imposed or incurred by us.
 - 4.4.3 you must arrange for the debit payment to be made by another method.
 - 4.4.4 you will be taken off without notice if your payment is dishonoured twice.

5. Disputes

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 03 9688 0200 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

- 6.1 You should check:
 - 6.1.1 with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
 - 6.1.2 your account details which you have provided to us are correct by checking them against a recent account statement; and
 - 6.1.3 With your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Notice

- 7.1 If you wish to notify us in writing about anything relating to this agreement, write to Manager Rates, Maribyrnong City Council, PO Box 58, West Footscray, VIC 3012 or email to email@maribyrnong.vic.gov.au. We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.