



LOWER MURRAY WATER



Direct Debit (DDR) Request

Customer's Authority I/We Name of Customer/s giving the DDR

authorise and request Name of Debit User **LOWER MURRAY WATER** APCA User ID number **129943**

until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the Financial Institution identified below as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time.

Payment Details This authority allows the debiting of amounts payable by the Customer under the Agreement between the Customer and **LOWER MURRAY WATER [ABN 18 475 808 826]**

Details of the Account to be debited Name of the Financial Institution Branch name

All details must be supplied Account name (please insert your name in full)

BSB number Account number ABN/ARBN (if applicable)

Note: Direct debiting is not available on the full range of accounts. If in doubt, please refer to your bank/financial institution.

Frequency of debits The amount to be debited at any one time is: \$ |__|, __|__|__| - |__|__| : _____ (amount in words)

The first debit on or after ____ / ____ / ____ and at _____ intervals after that.
OR
 The total value of the account to be direct debited on the due date.

Office Use ONLY
Property Address / PAC
OR
Customer / Code

Protection of privacy and personal and health information is an important aspect of LMW operations. We are bound to comply with the *Privacy and Data Protection Act 2014*, the *Health Records Act 2001* and the *Charter of Human Rights & Responsibilities Act*. A copy of our commitment to safeguarding customers' privacy is available at www.lmw.vic.gov.au and upon request.

Customer Authorisation By signing below, I/we acknowledge that this Direct Debit arrangement is governed by the terms of Authorisation the DDRSA attached to this request. If in joint name/s both signatures may be required.

Signature Signature

Date Date

Contact Phone Number: _____

PROCESSED: **APPROVED:**

- 1 By signing the Direct Debit Request, you authorise us to arrange for funds to be debited from your Account in accordance with the Agreement.
- 2 We will advise you 14 days in advance of any changes to the Direct Debit Request.
- 3 For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:
 - (a) Contact any LMW Office in writing at
Mildura Office:
PO Box 1438, MILDURA VIC 3502.
Swan Hill Office:
PO Box 1447, SWAN HILL VIC 3585.
Kerang Office:
PO Box 547, KERANG VIC 3579.

And

- (b) Allow for 14 days for the amendments to take effect or to respond to a dispute.

If our investigations show that your Account has been incorrectly debited, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If, following our investigations, we believe on reasonable grounds that your Account has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.

If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

- 4 You should be aware that:
 - (a) direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - (b) You should check your Account details (including the Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution.

If you are in any doubt, please check with your Financial Institution before completing the drawing authority.

- 5 It is your responsibility to ensure that:
 - (a) sufficient cleared funds are in the Account when the payments are to be drawn;
 - (b) the authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
 - (c) suitable arrangements are made if the direct debit is cancelled:
 - by yourself;
 - by your Financial Institution; or
 - For any other reason.

- 6 If the due date for payment falls on a day other than a Banking Business Day, the payment will be processed on the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with your Financial Institution.
- 7 For returned unpaid transactions, the following procedures or policies will apply:
 - (a) we treat the payment as if it was never made;
 - (b) services may be suspended until the outstanding charges are paid; and/or
 - (c) A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.
- 8 All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.
- 9 If any provision of this DDRSA is found to be illegal, void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining provisions of this DDRSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed.

Definitions

Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this DDRSA and:

Account means the account nominated in the Direct Debit Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;

Agreement means the Terms and Conditions (including BPAY), including the Schedules to those Terms and Conditions, as amended from time to time;

Direct Debit Request means the Direct Debit Request between us and you as amended from time to time;

Financial Institution is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited;

We means **LOWER MURRAY WATER**; and

You mean the Customer/s who signed the Direct Debit Request.