

# Direct Debit Application Form



I / We request that monies due in terms of repayment arrangements covered by this document be drawn under the Direct Debit System from my/our account conducted with:

FINANCIAL INSTITUTION: \_\_\_\_\_

BRANCH: \_\_\_\_\_

ACCOUNT DETAILS :

BSB:    -    ACCOUNT NUMBER:

ACCOUNT NAME/S: \_\_\_\_\_

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## PAYMENT OPTIONS *(Please tick your preferred payment method)*

**Total Amount Due**

The Total Amount Due, as shown on your North East Water quarterly account, will be taken from the above nominated account on the Due Date indicated.

**Fixed Instalments**

A set amount is deducted as per instructions provided below. If you require any assistance determining a suitable amount please call us on 1300 361 633.

\$ \_\_\_\_\_.00 per  Week  Fortnight  Month  
*(Please select option)*

Commencing:

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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I / We acknowledge that this Direct Debit arrangement is governed by the terms of the Client Service Agreement received from you.

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Name: \_\_\_\_\_  
(Please print)

Name: \_\_\_\_\_  
(Please print)

Mobile: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_

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### NORTH EAST WATER ACCOUNT DETAILS

Consumer Number \_\_\_\_\_

Property Address \_\_\_\_\_

Office Use Only

# **NORTH EAST WATER CLIENT SERVICE AGREEMENT**

## **Direct Debit**



### **OUR COMMITMENT TO YOU:**

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#### **DRAWING ARRANGEMENTS**

We will advise you, in writing, the details of the North East Water Pay Plan drawing arrangements (amount; frequency; commencement date) at least 14 calendar days prior to the first drawing.

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will not change the amount or frequency of drawing arrangements without prior approval.

We reserve the right to cancel the North East Water Pay Plan drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.

We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.

#### **YOUR RIGHTS**

You may terminate the North East Water Pay Plan drawing arrangements at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the due date.

You may stop payment of a drawing under the North East Water Pay Plan by giving written notice directly to us, or through your Financial Institution. Notice given to us should be received by us at least 14 days prior to the due date.

You may request change to the drawing amount and/or frequency of North East Water Pay Plan drawings by contacting us and advising your requirements no less than 14 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly (outside the North East Water Pay Plan arrangements) you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution.

### **YOUR COMMITMENT TO US:**

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#### **YOUR RESPONSIBILITIES**

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.

It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction where the account is based.

It is your responsibility to advise us if the account nominated by you to receive the North East Water Pay Plan drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternative payment method if the North East Water Pay Plan drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.