

RATES DIRECT DEBIT SERVICE AGREEMENT

This Service Agreement applies to ratepayers who choose to pay Greater Shepparton City Council rates and charges by direct debit through Payble. It explains the responsibilities of the ratepayer, Council and Payble in relation to the arrangement.

Service Agreement Terms

- 1 Direct debit arrangements for Council rates and charges are managed through Payble. The ratepayer is responsible for setting up, reviewing and maintaining their direct debit arrangement in Payble.
- 2 Council will not provide a copy of this Service Agreement or separate direct debit confirmation. The ratepayer will receive notification and confirmation through Payble. Notifications may be sent by email and/or SMS, depending on how the ratepayer signs up and the contact details provided.
- 3 The ratepayer must ensure that all information entered in Payble is complete, accurate and kept up to date, including contact, payment and bank account details.
- 4 The ratepayer is responsible for managing their own direct debit arrangement through Payble, including changes to payment details, payment frequency, payment amounts and cancellation of the arrangement when they are no longer the responsible payer.
- 5 The ratepayer is responsible for cancelling their direct debit through Payble when required. If the direct debit is not cancelled and Payble continues to process payments, the ratepayer remains responsible for any resulting transactions, dishonour fees or account impacts.
- 6 The ratepayer must ensure sufficient cleared funds are available in the nominated bank account for each scheduled direct debit. If a transaction fails due to insufficient funds, invalid BSB, Account Closed, incorrect details or for any other reason, the ratepayer may be charged fees and/or interest by their financial institution and may also incur fees and/or charges imposed or incurred by Council as per the current adopted Fees and Charges Schedule located on Council's website.
- 7 Multiple failed direct debit attempts may result in the direct debit arrangement being cancelled. The ratepayer will be notified through email and/or SMS, depending on how the ratepayer signed up.
- 8 The ratepayer remains responsible for ensuring their rates and charges are paid by the required due dates. Cancellation, failed payment or non-processing of a direct debit does not remove the obligation to pay outstanding rates and charges.
- 9 Council manages personal information in accordance with its Privacy Policy and applicable privacy legislation. Information provided through Payble will be managed in accordance with Payble's Privacy Policy and Terms and Conditions: payble.com.au/privacy-terms.