



## Direct Debit Application

Customer name: \_\_\_\_\_

Address of property being billed: \_\_\_\_\_

Postal address (if different from above): \_\_\_\_\_

Westernport Water account number: \_\_\_\_\_

Daytime contact number: \_\_\_\_\_

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

**Bank details** *(If you are unsure about the information below, please contact your financial institution)*

Name (as it appears on your bank account): \_\_\_\_\_

Account number: \_\_\_\_\_

BSB number (6 digits): \_\_\_\_\_

Signature(s): \_\_\_\_\_

**OR credit card**

Visa

MasterCard

Card number: \_\_\_\_\_

Expiry date: \_\_\_\_\_

Cardholders name: \_\_\_\_\_

Cardholders signature: \_\_\_\_\_

**Your arrangement** (please tick one)

**Option 1:**  Please debit my bank/credit union/credit card account with the total bill amount on the date my bill is due.

**Option 2:**  I will call 1300 720 711 to arrange for a set amount to be debited from my bank/credit union/credit card account on the following basis:

\$ \_\_\_\_\_  Weekly  Fortnightly  Monthly Start date: \_\_\_\_\_

Complete the application form, cut along the dotted line below and mail the application to us

**Direct Debit terms and conditions**

Direct Debit arrangements are subject to agreement by us. We will provide 14 days notice if we are going to change or vary any of the direct debit conditions.

**Call our Customer Service Centre on 1300 720 711 to:**

- Defer a Direct Debit
- Stop an individual Direct Debit
- Alter the payment schedule
- Cancel Direct Debit request completely

**In the case of a deferral or stoppage, two working days notice must be given.**

**Dishonoured Direct Debits**

Please ensure you have enough funds in your nominated account to cover each Direct Debit payment, as additional fees may be payable if a transaction is dishonoured.

**Disputing any Direct Debit transaction**

You are entitled to query your Westernport Water account at any time. To dispute a Direct Debit amount, call 1300 720 711 and we will resolve your inquiry within 5 business days.

**Direct Debit drawing not on a business day**

If the due date for payment falls on a weekend or public holiday, the debit will be made the next business day

**Privacy and Security**

We will keep your personal details strictly confidential and for use only for establishing and maintaining your Direct Debit arrangement. Only information necessary for the establishment of direct debit will be shared with your nominated financial institution. The information may also be used for billing and other administrative purposes by us.