

Please complete and post to the: Customer Relations Co-ordinator Westernport Water 2 Boys Home Road, Newhaven Victoria 3925

Customer name	Your bank details
	If you are unsure about the information required below, please contact your financial institution.
Address of property being billed	Name as it appears on your bank account
Postal address (if different from above)	BSB number (6 digits):
	Account number:
Westernport Water account number	
	Signatures
Daytime contact number: Mobile number:	
Your arrangement (please tick one)	OR credit card Visa Mastercard
Option 1:	Card number:
Please debit my bank / credit union / credit card account with the total bill amount on the date my bill is due	
Option 2:	Expiry date:
Please call us first on 1300 720 711 to arrange for a set	
amount to be debited from your bank / credit union / credit card account on the following basis:	Card holders name
\$	
Weekly D Fortnightly Monthly	Cardholders signature:
Start date:	

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

# **Direct debit terms & 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**

You will need to provide us with two working days to arrange the deferral.

# Stop an individual Direct Debit

You will need to provide us with two working days to arrange the stop.

## Alter the payment schedule

You can change or amend the amount of your direct debit, frequency of the payment or add another property to Direct Debit.

## **Suspending the Direct Debit**

Arrangements may be made to have the Direct Debit suspended for a period of time.

## **Cancelling the Direct Debit request completely**

If at any time you wish to cancel your Direct Debit, the request must be made in writing. Simply send a letter of authority to the Customer Relations Co-ordinator, Westernport Water 2 Boys Home Road, Newhaven Victoria 3925

# **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 follow up and resolve your enquiry 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. Please ensure there are sufficient funds in your account should this occur.

## **Dishounoured Direct Debits**

Please ensure you have enough funds in your nominated account to cover each direct debit as additional fees may be payable if a transaction is dishonoured by your financial institution. A fee may also be charged to your Westernport Water account in the case of a dishonoured direct debit payment.

## **Privacy and Security**

We will keep the personal details you have provided 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.