



# DIRECT DEBIT REQUEST FORM

Your direct debit reference number   
(located on the back of your account statement)

## CUSTOMER DETAILS

Name of customer(s) giving the direct debit request  
I/we

Residential address  
of

Authorise

- To arrange for funds to be debited from my/our account as shown below.
- This authorisation is to remain in force in accordance with the terms contained in the Direct Debit Service Agreement, shown on the reverse of this form.
- To verify the details of the above-mentioned account with my/our financial institution.
- My/our financial institution to release information allowing the Debit User to verify the above-mentioned account details.

Signature  Date

Signature  Date

Please direct debit from the following account:

Name of financial institution	Account type
<input type="text"/>	<input type="text"/>
Account name	
<input type="text"/>	
BSB	Account number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>

Please verify these details with your financial institution or account statement.

## PAYMENT DETAILS

I/We request that you debit my/our account as follows:

Frequency (circle one)  *Please debit the calculated amount from my account on a fortnightly basis.* Amount  To be calculated by Cradle Mountain Water.

OR

*Please debit the instalment amounts as per the instalment due dates listed on my account.* First payment date

Contact number	<input type="text"/>	Mobile number	<input type="text"/>
Email	<input type="text"/>	Employer	<input type="text"/>

**Mail to:** Cradle Mountain Water  
PO Box 188  
Launceston BC TAS 7250

**Email:** myaccount@cmwater.com.au  
**Phone:** 13 MYWATER (13 6992)

**OFFICE USE ONLY**

Date processed:

By:

## **DIRECT DEBIT SERVICE AGREEMENT**

1. The Customer agrees to the debiting details as contained in the Direct Debit Request Form on the reverse side of this form.
2. Any amount paid in credit under direct debit is not refundable.
3. Tasmanian Water & Sewerage Corporation (North-West Region) Pty Ltd ("Cradle Mountain Water") will recalculate debit amounts each year to ensure your account is paid in full by the due date of the 4th instalment.
4. Where fortnightly direct debit deductions are chosen, Cradle Mountain Water will lodge the authorisation with its bank on Fridays. Where instalments direct debit deductions are chosen, Cradle Mountain Water will lodge the authorisation on the instalment due date in which the payment is due. Refer to point Number 10.
5. For all matters relating to the direct debit arrangements, the Customer will need to:
  - Call our Customer Information Line on 13 MYWATER or 13 6992, or
  - Send written correspondence to C/- PO Box 188, Launceston BC, TAS 7250 or by email to [myaccount@cmwater.com.au](mailto:myaccount@cmwater.com.au), and then
  - Allow 21 days for a new direct debit request, a variation or cancellation to the existing direct debit request.
6. The Customer should be aware that:
  - Direct debiting is not available on all accounts; and
  - Account details should be checked against a recent statement from your Financial Institution.

If you are in any doubt, you should check with your financial institution before completing the direct debit request.

7. As it may take some days to reach your account, it is your responsibility to ensure sufficient funds remain available.

Penalties apply where there are insufficient funds or wrong account numbers are provided.

8. Cradle Mountain Water does not charge any extra for payment by direct debit however a direct debit deduction is a transaction on your bank account so your financial institution may charge if you exceed your account transaction limit.
9. For returned unpaid transactions, the following procedures will apply:
  - On the first occasion - A warning letter will be sent to the Customer.
  - On the second occasion - A final notice will be sent.
  - On the third occasion - The direct debit will be cancelled and legal action taken for any overdue amount.

An insufficient funds administration fee will be charged by Cradle Mountain Water. Please see our website for fees and charges.

10. If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the working day before.

## **PRIVACY ACT (COMMONWEALTH) 1988 – COLLECTION NOTICE**

The personal information the Customer provides in this direct debit request is necessary for Cradle Mountain Water to verify the Customer's identity, and for managing, assessing, advising upon and determining the Direct Debit Request.

Cradle Mountain Water may disclose information to other parties including:

- Officers within Cradle Mountain Water,
- Data service providers engaged by Cradle Mountain Water,
- Financial Institutions, and
- Any other agent/contractor of Cradle Mountain Water.

In providing this information, you agree to its use, unless you advise Cradle Mountain Water differently. If you cannot provide or do not wish to provide the information sought, Cradle Mountain Water may be unable to process your application or request.

The privacy policy of Cradle Mountain Water can be viewed on its website [www.cmwater.com.au](http://www.cmwater.com.au).

If the Customer would like to access this information they can do so by contacting the Freedom of Information Officer, Cradle Mountain Water C/- PO Box 188, Launceston BC, TAS 7250. The Customer can also correct this information if it is inaccurate, incomplete or out of date.

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