

# Terms and Conditions

## Rates - Direct Debit

I, the Ratepayer/Authoriser, agree that the Initiator, Hamilton City Council, must give me at least 10 days' prior notice of each direct debit, including the first direct debit in a series.

Changes to the amounts or dates of a series of direct debits require the Initiator to give me 30 days' prior notice.

I can also agree with the Initiator to receive a same-day notice for direct debits specifically requested by me.

All notices must be in writing, but can be delivered electronically, as agreed with the Initiator.

I can also ask the Initiator to reverse a direct debit up to 120 days after the direct debit if:

- I didn't receive proper notice of the amount and date of the direct debit, or
- I received notice, but the amount or date of the direct debit is different from the amount or date on the notice.

If I dishonour a direct debit but the Initiator retries it within five business days of the original direct debit, I understand that the Initiator doesn't need to notify me again about that direct debit.

I can terminate the direct debit authority as to future payments at any time by giving written notice of termination to my bank and to the Initiator.