



# Paying your rates




## Direct debit form

### Conditions of this authority to accept direct debits

#### Specific conditions relating to notices and disputes

- 1) I agree that the Initiator (Christchurch City Council) must give me at least 10 days' prior notice of each direct debit, including the first direct debit in a series.
- 2) Changes to the amounts or dates of a series of direct debits require 30 days' prior notice to me.
- 3) I can also agree with the Initiator to receive a same day notice for direct debits specifically requested by me.
- 4) All notices must be in writing, but can be delivered electronically, if I have agreed that with the Initiator.
- 5) I can also ask you 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.
- 6) If you 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.

#### Find out more

-  Visit our website [ccc.govt.nz/rates](https://ccc.govt.nz/rates)
-  Email us at [fsudirectdebits@ccc.govt.nz](mailto:fsudirectdebits@ccc.govt.nz)
-  Call us on **03 941 8999** or **0800 800 169**