

SERVICE AGREEMENT FOR eSERVICES ARRANGEMENT TO PAY

This agreement outlines our commitment to you as an eServices “Arrangement to Pay” customer, along with your rights and responsibilities throughout the eServices Arrangement to Pay process.

We recommend you keep this agreement in a safe place for future reference.

Our Commitment to you:

We will keep all information confidential in relation to any eServices Arrangement to Pay which has been entered into with the City of Salisbury (Council). We will make reasonable efforts to keep any such information that we have about you secure.

If an eServices Arrangement to Pay has not been maintained as per the scheduled agreement, we will provide you with notification via email within 2 business days to advise the agreement has been cancelled, which will be deemed to have been received on the first working day after sending.

Your Rights and Commitment to Council:

An eServices Arrangement to Pay schedule can be created by customers to schedule their rate payments across the financial year. The instalments options that are available are weekly, fortnightly or monthly. This then reduces the impact of paying the full amount on an annual or quarterly basis.

Please note: Any arrangement created must commence within 1 month after the date of creation of the arrangement to pay. If the arrangement is created with a start date greater than one month from the date of creation, then the arrangement may be cancelled. Council staff will contact you either by phone or via email to discuss alternative options. It may also result in recovery action commencing.

By entering into an eServices Arrangement to Pay you are agreeing to make payments to Council as per the payment options available. Noting that payment via Direct Debit is excluded while under this arrangement. Alternative payment options include – Online www.salisbury.sa.gov.au, Payment in Person at Salisbury Council Office or Australia Post and BPAY.

Any amendments made to this agreement must be made through our online eServices portal.

Fines:

If a quarterly rates payment is not paid on or before the due date, whilst under an eServices “Arrangement to Pay” payment option, the amount outstanding at this time will incur a fine of 2% of the amount of the instalment. On the expiration of each full month from that date, interest at the prescribed percentage will be added on any balance in arrears.

Recovery:

The City of Salisbury will not take any further legal action while a customer is maintaining an agreed eServices arrangement.