



FINANCE CLUSTER
REVENUE MANAGEMENT UNIT

Florence Mkhize Building,
 251 Anton Lembede Street,
 Durban, 4001

Toll Free Number: 080 311 1111

Website: [http://: www.durban.gov.za](http://www.durban.gov.za)

Queries: <http://correspondence.durban.gov.za:200/>

NOTIFICATION OF CHANGE IN DIRECT DEBIT DETAILS

PLEASE COMPLETE IN BLOCK LETTERS	
SELECT CHANGE REQUIRED (tick)	
CHANGE BANK DETAILS <input type="checkbox"/>	BANK ACCOUNT HOLDER <input type="checkbox"/> CANCEL DEBIT ORDER <input type="checkbox"/>
INCREASE AMOUNT <input type="checkbox"/>	DECREASE AMOUNT <input type="checkbox"/> CHANGE DEBIT ORDER DATE <input type="checkbox"/>
1. PARTICULARS OF APPLICANT	
Municipal Account number	
Full names	
ID Number	
Property address	
Postal code	
Contact telephone numbers	
Email address	
2. BANK ACCOUNT DETAILS	
Name of Bank	
Bank Account Number	
Branch Code	
Account Type	
Name of bank account holder	
Bank statement attached	Yes <input type="checkbox"/> No <input type="checkbox"/> (tick)
Select date of automatic withdrawal (debit order)	1 st <input type="checkbox"/> 7 th <input type="checkbox"/> 15 th <input type="checkbox"/> 25 th <input type="checkbox"/> (tick)

3. DECLARATION

I, the undersigned, hereby:

1. Notify eThekweni Municipality to effect changes to my debit order by increasing / decrease direct debit from R_____ to R_____ and will ensure that sufficient funds in my bank account are reserved for a favourable deduction by the Municipality.
2. Declare that to my best knowledge, the information provided above is correct and true.
3. If the above limit referred to in paragraph 1 above, be insufficient to settle my bill, I undertake to pay the difference in cash or via electronic transfer.
4. I undertake to always maintain the above limit at a realistic level at all times.
5. The Municipality may cancel the debit order should my bank disallow a debit against my account on two occasions due to insufficient funds, or any other reason.
6. This authorisation will remain in operation until revoked by me, by giving 30 days prior written notice to this effect or due to transfer or termination of services, or changes in bank details or for any other reason communicated to the Municipality.
7. If my bank rejects any debit order against my account for insufficient of funds or any other reason, I undertake to pay the Municipality a penalty in respect of each rejection, which amount will be added to my Metro bill, and the amount of such penalty may be varied from time to time in accordance with the Municipality by- laws and tariffs. A disconnection order will be issued without notice if there is a rejection of the debit order and my utility account fall into arrears.
8. I authorise the Municipality to adjust the above limit automatically whenever there is a tariff increase with a percentage equal to such an adjustment.
9. Funds in my bank account should be available at least 24 hours before direct debit due date.
10. No written notification will be given if the bank returns a debit order. I undertake to contact Municipality offices immediately and rectify my account, should there be a rejection reflected on my bill.

11. I acknowledge that the Municipality authorised to effect deductions against my account may not cede or assign any of its rights to any third party without my prior written consent and that I may not delegate any of my obligations in terms of this to any third party.
12. I acknowledge that the Municipality may not be held liable for any incorrect information supplied by me.
13. Municipality reserves the right to cancel this agreement with appropriate notice issued to me in writing.

APPLICANT'S SIGNATURE

DATE

<u>FOR OFFICE USE ONLY</u>
Received by (Name & Service No): _____
Date received: _____
Captured by (Name & Service No): _____
Application met all requirements: YES / NO
Signature of capturing official: _____

5. SUBMISSION OF APPLICATION

Applications may be submitted electronically to **DBorder@durban.gov.za**.
Hand delivered applications may be sent to Sizakala Centres or any Revenue Customer Service Centres. For further queries, contact Tel: 080 311 1111.
All applicants are encouraged to submit their application forms via email provided above, where possible.