
PRE-AUTHORIZED WITHDRAWAL PLAN TERMS & CONDITIONS

I/We authorize the City of Nanaimo to deduct funds from my financial institution account for the payment of property tax and/or user rates and agree to the following:

GENERAL

1. This Plan is governed by Bylaw No. 4904.
2. Written notice is required ten (10) business days prior to the instalment date to: a) discontinue participation in the plan, b) change the installment amount, or c) update the banking information.
3. The City may impose and collect an administration fee on any dishonoured payment per the *Fees and Charges Bylaw*. Only one attempt will be made to withdraw the funds from your account as per your agreement date(s).
4. The City may cancel participation in the plan(s) after three (3) dishonoured payments.
5. The registered owner will notify the City to cancel the plan on a sale or transfer of the property. **Credits must be adjusted between purchaser and vendor on the statement of adjustments.**
6. Except under extraordinary circumstances, pre-payments (credits) are non-refundable. Refunds will have interest calculated to the end of the previous month. An administration fee of \$25 may be deducted from the refund. Please allow 4-6 weeks for processing.
7. The person who signed this application is the authorized signatory on the bank account listed.
8. The registered owner's delivery of this authorization to the City will constitute delivery to the registered owners' bank.

USER RATES

9. If a current Statement of User Rates has been generated, you must pay the amount due in full by the discount date to receive the 5% discount. Should you wish to forgo the discount, the full amount will be withdrawn on the next scheduled withdrawal date, which will be the effective start date.
10. The account holder is responsible to review their bill for any water consumption concerns (i.e. potential leak) and to contact the User Rate department (userrates.info@nanaimo.ca or 250-755-4416) at least ten (10) business days prior to the discount date to process any adjustments.