



DIRECT DEBIT REQUEST (DDR)

SERVICE AGREEMENT

CLIENT NO.

FAMILY or ORGANISATION NAME

GIVEN NAME or ACN/RBCN

TRADING AS NAME (if different to above)

ADDRESS

POSTCODE

I/We authorise the Department for Infrastructure and Transport, APCA User Id 231982, to arrange for funds to be debited from the account at the financial institution identified below.

This authorisation is to remain in force in accordance with the Service Agreement provided with this form.

ACCOUNT DETAILS FINANCIAL INSTITUTION NAME & BRANCH

BSB NUMBER (must be 6 digits)

ACCOUNT NUMBER (cannot be more that 9 characters)

ACCOUNT NAME

EFFECTIVE DATE: / /

SIGNATURE NAME (please print) (ALL SIGNATORIES MAY BE REQUIRED TO SIGN FOR JOINT ACCOUNTS)

DATE SIGNED: / /

Drawing Details

Following receipt of your Direct Debit Request (DDR), the department will initiate Direct Debit Items upon receipt of your electronic authorisation to debit the said account.

If an electronic authorisation is provided on a non-business day, the amount authorised will be debited from your account on the next business day.

A period of at least 14 days notice will apply where the department proposes to vary the details of an arrangement.

You will need to allow at least 5 business days for processing where you propose to vary the details of an arrangement and DIT agrees to your proposal.

If a debit item is returned unpaid by your financial institution you may be liable for any dishonour fees charged by that financial institution and your access to electronic transactions will be revoked until the payment is received.

Your Responsibilities

Direct Debit facilities are not available on the full range of accounts. If you are unsure whether direct debit facilities are available for the nominated account, please check with your financial institution before completing the DDR.

It is your responsibility to have sufficient clear funds available in your account to permit the payment of debit items initiated in accordance with your DDR.

A DDR remains in force until it is cancelled. If you wish to cancel a DDR you must give at least 5 business days notice to the department.

If you change your account and want to continue using direct debit, you will need to complete a new DDR form.

Direct all queries, requests for cancellation of a DDR or requests to stop individual debit items, to Financial Control Officer, GPO Box 1533 Adelaide 5001.

Claims Resolution Process

If you wish to dispute any debit item, contact the Financial Control Officer, or provide full details in writing to:

Department for Infrastructure and Transport
Service SA
Financial Control Officer
GPO Box 1533
Adelaide 5001

DIT will make every attempt to ensure that direct debit item disputes are resolved with 5 business days.

Privacy

The department is careful to protect the privacy of any personal information supplied. Some information may be provided to the financial institutions involved when it is required to perform the direct debit transactions or to resolve any dispute.