

Please return this form to:
The Office of the Small Business Commissioner
GPO Box 1264, ADELAIDE SA 5001
Chesser House, Level 4, Grenfell Street, ADELAIDE SA 5000

ONCE-OFF AUTHORITY ONLY

DIRECT DEBIT REQUEST (DDR) (DDR Service Agreement on reverse)

Please use **BLOCK LETTERS**.

Customer Name: I / We _____
(Surname or Company Name) (Given names or ACN/ARBN)

authorise **Office of the Small Business Commissioner, APCA User ID Number 438874**,
to arrange for funds to be debited from my / our account to the value of \$_____ (amount of bond)
at the financial institution identified below, for the purpose of bond lodgement.
Please ensure that the value (amount of bond) is completed.

Details of the account to be debited

(All account details must be supplied)

NOTE: The bank account details must match the parties of the bond.

We cannot withdraw money from a third party account.

Name and branch of financial institution: _____

BSB number: |_|_|_| - |_|_|_| NB: This **must** be 6 digits

Account number: |_|_|_|_|_|_|_|_|_|_| NB: Cannot be more than 9 characters

Note: Please ensure the account and BSB number that you are providing are correct. Direct debiting is not available on a full range of accounts and if you are unsure please clarify with your financial institution.
Credit union cheques may not show their own BSB number. Check with the credit union for the correct BSB number to use for direct debit.

Account name _____

Acct for agency known as: _____

Customer signature(s):
(all signatories may be required to sign on joint accounts)

Date: _____

Office of the Small Business Commissioner

DDR Service Agreement

1. Following receipt of your **Direct Debit Request (DDR)**, the Office of the Small Business Commissioner will initiate direct debit items on processing of retail bond lodgements received from you.
 - Confirmation in the form of a receipt will be provided for each direct debit processed.
 - If you have entered into an arrangement to make periodic payments, these will be debited on the dates and for the amounts specified in the Office of the Small Business Commissioner written confirmation of the arrangement.
2. If you have entered into an arrangement to make periodic payments and wish to defer or vary the terms of the arrangement, contact the Office of the Small Business Commissioner on 1800 072 722 or 8303 2026.
3. A period of at least 14 days notice will apply where the Office of the Small Business Commissioner 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 the Office of the Small Business Commissioner agrees to your proposal.
4. You will only be liable for debit items made in accordance with your DDR. The Office of the Small Business Commissioner will advise you of any debit items as indicated in items 1 & 2.
5. If you wish to dispute any debit item, contact the Office of the Small Business Commissioner on 1800 072 722 or 8303 2026 or provide full details in writing to:

Office of the Small Business Commissioner
GPO Box 1264, ADELAIDE SA 5001
Level 4, 95 Grenfell Street, ADELAIDE SA 5000

Or contact your Financial Institution.

The Office of the Small Business Commissioner will attempt to ensure that direct debit item disputes are resolved within **10 business days**.

6. It is your responsibility to have sufficient clear funds available in your account on the processing date to permit the payment of debit items initiated in accordance with your DDR. If this date falls on a day that is not a business day, the payment will come out on the next business day. If you are unsure of when this drawing will occur, contact your Financial Institution for further information
7. 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 you will need to make alternative arrangement for payment of these bonds.
8. 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 Office of the Small Business Commissioner.
9. If you are going to change your account and want to continue using direct debit, you will need to complete a new Direct Debit Request (DDR) form. Forms can be obtained by telephoning the Office of the Small Business Commissioner on 1800 072 722 or 8303 2026 or by downloading a form from www.sasbc.sa.gov.au.
10. The Office of the Small Business Commissioner is careful to protect the privacy of any personal information supplied. Some information may be given to Financial Institutions involved in the event of a direct debit item dispute, or to verify that the Office of the Small Business Commissioner has received a DDR from you.
11. Direct debit, through Bulk Electronic Clearing System (BECS) is not available on the full range of accounts. If in doubt, check with your financial institution.
12. The Office of the Small Business Commissioner does not provide facilities to direct debit credit cards.
13. When filling out this form, it is good practice to check all of your account details against a recent bank statement.
14. By filling out and signing this form, you are authorising and requesting The Office of the Small Business Commissioner to debit your account through BECS.
15. Any enquiries regarding your DDR should be directed to the Office of the Small Business Commissioner on 1800 072 722 or 8303 2026 or your Financial Institution. If you are unsure of how to complete this DDR form, please contact your Financial Institution.