

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

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 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.