



File No.....

Customer ID

Invoice No.....

GPO Box 967
Adelaide SA 5001
DX967

Telephone: 08 8226 5917
Facsimile: 08 8226 5601

ABN 38 127 895 313
www.infrastructure.sa.gov.au/
Building Management

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

Surname: <i>(or company name)</i>	
Given names: <i>(or company name)</i>	
Address:	
Mobile No:	
Home No:	

I/We authorise and request the Department for Planning, Transport and Infrastructure to arrange for funds to be debited from my/our account at the financial institution identified below.

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

Details of the account to be debited:
(Note that ALL account details must be supplied)

Amount:	
BSB: <i>(must be 6 digits)</i>	
Account No: <i>(cannot be more than 9 characters)</i>	
Name on account:	
Customer signature(s): <i>(all signatories may be required to sign on joint accounts)</i>	
Date:	

****NOTE: Please see over the page for the DDR Service Agreement****

DDR Service Agreement

1. Following receipt of your Direct Debit Request (DDR), the Department for Planning, Transport and Infrastructure (DPTI) will initiate Direct Debit items on the Due date for the balance payable notified to you on our invoice.
If you have entered into an arrangement to make periodic payments, these will be debited on the date and for the amount specified in DPTI's written confirmation of the arrangement.
2. If you have entered into an arrangement to make periodic payments and you wish to defer or vary the Terms of the arrangement, contact DPTI, phone (08) 8226 5917, where the arrangement was made.
3. A period of at least 14 days notice will apply where DPTI 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 DPTI agrees to your proposal.
4. You will only be liable for debit items made in accordance with your DDR. DPTI will advise you in writing of any debit items. As indicated in items 1 & 2 of this agreement.
5. If you wish to dispute any debit item, contact DPTI on (08) 8226 5917, or provide full details in writing to:
Attention: Asset Management
Department for Planning, Transport and Infrastructure
GPO Box 967
ADELAIDE SA 5001

DPTI will make every attempt to ensure that direct debit item disputes are resolved within 5 business days.
6. It is your responsibility to have sufficient funds available in your account on the requested or due date to permit the payment of debit items initiated in accordance with your DDR.
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.
8. We (DPTI) reserve the right to cancel the DDR if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.
9. A DDR remains in force until it is cancelled. If you wish to cancel a DDR or stop any individual debit item, you must give at least 5 business days notice to DPTI, phone (08) 8226 5917.
10. If you change your account and want to continue using direct debit, you will need to complete a new DDR form. You can obtain a new DDR form from DPTI, phone (08) 8226 5917.
11. Direct all queries, requests for cancellation of a DDR or requests to stop individual debit items to DPTI, phone (08) 8226 5917.
12. DPTI is very 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 DPTI has received a DDR from you.
13. Direct debit is not available on the full range of accounts. If in doubt, check with your financial institution.