



Electronic Plan Lodgement

# EPL Direct Debit Request

## Direct Debit Request (DDR)

| CUSTOMER NAME: I / WE... |  |
|--------------------------|--|
| SURNAME OR COMPANY NAME  |  |
| GIVEN NAMES OR ABN/ACN   |  |

authorise and request Land Services SA, APCA User ID Number (370914), through the Bulk Electronic Clearing System to periodically debit from my/our account at the financial institution identified below for plan lodgement fees.

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

### Details of the account to be debited

(All account details must be supplied)

| ACCOUNT INFORMATION:   |  |
|--|--|
| NAME AND BRANCH OF FINANCIAL INSTITUTION   |  |
| BSB NUMBER <i>(This must be 6 digits)</i>  |  |
| ACCOUNT NUMBER <i>(Cannot be more than 9 characters)</i>   |  |
| <b>Note:</b> 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. |  |
| EMAIL ADDRESS  |  |
| ACCOUNT NAME   |  |

|         |         |
|---------|---------|
| SIGNED: | SIGNED: |
| DATE:   | DATE:   |

# DDR Service Agreement

## Our Commitment to You

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Department of Planning, Transport and Infrastructure (DPTI) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

## DDR Service Agreement

In terms of the Direct Debit Request (DDR) arrangements authorised by you, LS will undertake to periodically debit your nominated account for plan lodgement fees, for an amount accepted by you at the time plans are lodged.

## Debit Arrangements

- Debits under this Direct Debit arrangement will occur when a plan is lodged through the Electronic Plan Lodgement facility.
- We will give not less than 14 days' notice to the Customer if there is a variation to any of the debit arrangements.
- If you wish to discuss any aspect of the DDR service agreement then, please address all concerns to [LSCustomerSupport@sa.gov.au](mailto:LSCustomerSupport@sa.gov.au) during business hours.

It is your responsibility to ensure that:

- your nominated account can accept direct debits through the Bulk Electronic Clearing System (BECS) (your financial institution can confirm this);
- that on the drawing date there is sufficient cleared funds in the nominated account;
- that you advise us if the nominated account is transferred or closed; and

You acknowledge and agree that it is your responsibility to pay the Fee. If your debit is returned or dishonoured by your financial institution, you will be contacted requesting payment.

Where a payment is declined, your Lodgement will not be further processed until the requested payment is received.

Please Note:

- Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all accounts.
- You are advised to check account details against a recent statement to ensure your account details are correct. If you are uncertain, you should check with your financial institution before completing the DDR.
- It is the responsibility of the Customer to have sufficient clear funds available in the relevant account, by the due date, to allow for the payment of plan lodgement fees.
- If a debit item is returned unpaid by your financial institution you may be liable for any dishonour fee charged by that financial institution.
- Direct Debits due on a public holiday will be processed on the next business day. If you are uncertain as to when the debit will be processed to your account, you should enquire with your financial institution.

## Changes to the arrangement

For changes to your deduction amount, to stop a debit, or to defer or cancel an authority, please contact [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au). These changes may include:

- Changes to your account, bank or credit union (a new direct debit form will need to be completed)
- suspending the DDR;
- deferring the DDR; or
- cancelling the DDR completely.

Requests to stop a debit or defer or cancel this authority can also be done through your own financial institution. Your financial institution may also charge you a fee if you request a stop on an individual debit.

## Notice

LS may send notices either electronically to your email address or by ordinary post to the address you have given us. Any notice will be deemed to have been received on the third banking day after emailing or posting.

## Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by providing full details in writing to [LSCustomerSupport@sa.gov.au](mailto:LSCustomerSupport@sa.gov.au)

- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim.
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the debit.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

## Enquiries and Privacy

Direct all general enquires to Customer Services as per details below.

The Department of Planning, Transport and Infrastructure - LS is very careful to protect the privacy of all personal customer information supplied, including bank account details. Some information may be given to our financial institution to initiate the debit to your nominated account, or in the event of a claim relating to an alleged incorrect or wrongful debit, or to verify that the DPTI – Land Services has received a DDR from you.

**This application is to be completed in full, signed and forwarded to:**

### Customer Services

Land Services SA  
GPO Box 543 Adelaide SA 5001

Ph: 08 8423 5000 Fax: 08 8423 5090

Email: [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au)



Land Services SA ACN 618 229 815

PHONE 1800 648 176 or 8423 5000 FAX 8423 5090

EMAIL [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au)

VISIT Ground Floor, 101 Grenfell Street, Adelaide SA 5000

POST GPO Box 543, Adelaide SA 5001

[landservices.com.au](http://landservices.com.au)