



Electronic Plan Lodgement

EPL Direct Debit Request

Direct Debit Request (DDR)

CUSTOMER NAME: I / WE...	
SURNAME OR COMPANY NAME	
GIVEN NAMES OR ABN/ACN	
EMAIL ADDRESS	

authorise and request the **Department of Trade and Investment (DTI)**, 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 payable to the State.

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

Amount of debit

The **Department of Trade and Investment** will periodically debit from the nominated account below for plan lodgement fees - for a specific amount accepted by you at the time of your plan lodgement.

Your 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>	
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	

Confirmation

By signing and/or providing us with a valid instruction to request to your Direct Debit Request, you have confirmed that:

- You are authorised to operate on the nominated account; and
- You have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Request Service Agreement.

SIGNED:	SIGNED:
DATE:	DATE:



Land Services SA ACN 618 229 815
PHONE 1800 648 176 OR 8423 5000 FAX 8423 5090
EMAIL customersupport@landservices.com.au
VISIT Level 9, 101 Grenfell Street, Adelaide 5000
POST GPO Box 543, Adelaide, SA, 5000
landservices.com.au

DDR Service Agreement

Our Commitment to You

This is your Direct Debit Service agreement between the **Department of Trade and Investment** and you. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and condition of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

DDR Service Agreement

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

Definitions

Account means the account held at your *financial institution* from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between *you* and *us*.

Banking Day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit Day means the day that payment by *you* to *us* is due.

Debit Payment means a particular transaction where a debit is made.

Direct Debit Request means the written, verbal, or online request between *us* and *you* to debit funds from your account.

Us or **we** means the **Department of Trade and Investment**, *you* have authorised by requesting a *Direct Debit Request*.

You means the customer who has authorised the *Direct Debit Request*.

Your financial institution means the financial institution at which you hold the *account* you have authorised us to debit.

1. Debiting your account

- 1.1 By submitting a *Direct Debit Request*, you have authorised *us* to arrange for funds to be debited from *your* account. The *Direct Debit Request* and this agreement set out the arrangement between *us* and *you*.
- 1.2 We will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.
Or
We will only arrange for funds to be debited from *your account* if we have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.
- 1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If you are unsure about which day *your account* has or will be debited you should ask *your financial institution*.

2. Amendments by Us

- 2.1 We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving you at least fourteen (14) days' notice sent to the preferred email or address you have given us in the *Direct Debit Request*.

3. How to cancel or change direct debits

3.1 You can:

- a) Cancel or suspend the *Direct Debit Request*; or
- b) Change, stop or defer an individual payment, or at any time by giving us at least 14 days' notice.

To do so, contact us at

customersupport@landservices.com.au

or

by telephone us on 8423 5000 during business hours.

or

you can also contact your own financial institution, which act promptly on your instructions.

4. Your obligations

- 4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*

- a) You may be charged a fee and/or interest by *your financial institution*.
- b) We may charge reasonable costs incurred by us on account of there being insufficient funds; and
- c) You must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the debit payment to avoid delays in the lodgment and registration of the plan.

- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Disputes

- 5.1 If you believe there has been an error in *debiting your account*, you should notify us on customersupport@landservices.com.au or 8423 5090 (during business hours). Alternatively, you can contact *your financial institution* for assistance.
- 5.2 If we conclude as a result of our investigations that *your account* has been incorrectly debited, we will respond to *your* query by arranging within a reasonable period for *your financial institution* to adjust *your* account accordingly. We will also notify you in writing of the amount by which *your account* has been adjusted.
- 5.3 If we conclude as a result of our investigations that *your account* has not been incorrectly debited, we will respond to *your* query by providing you with reasons and any evidence for this finding in writing.

6. Accounts

You should check:

- a) With *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.
- b) *Your account details* which *you* have provided to *us* are correct by checking them against a recent accounts statement; and
- c) With *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

7. Confidentiality

- 7.1 We will keep any information (including *your account details*) in your *Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to this information about *you* do not make any unauthorised use, modification, reproduction, or disclosure of that information.
- 7.2 We will only disclose information that we have about *you*:
 - a) To the extent specifically required by law; or
 - b) For the purpose of the *agreement* (including disclosing information in connection with any query or claim).

8. Contacting each other

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, you should write to: customersupport@landservices.com.au or GPO Box 543, Adelaide, SA, 5000. We will notify *you* by sending a notice to the preferred address or email *you* have given us in the *Direct Debit Request*. Any notice will be deemed to have been received on the second *banking day* after sending.

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



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