

Residential Tenancies Act 1995

# Direct Debit Request (DDR)

Please return this form to:  
 Consumer and Business Services GPO  
 Box 965 ADELAIDE SA 5001 or  
[bondfollowup@sa.gov.au](mailto:bondfollowup@sa.gov.au)

Please use BLOCK LETTERS.

## Customer name

I/We

**(Surname or Company Name)**

**Given names or ACN/ABN**

**Residential address**

**Suburb**

**Postcode**

authorise **CBS – Tenancies, APCA User ID Number 079565**, 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

(All account details must be supplied)

NB: The bank account details must match the parties of the bond. Money cannot be withdrawn from a third party account.

**Name of financial institution**

**Branch**

**BSB number**

**Account number**

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 (Name of account holder)**

**Account for agency known as**

**Customer signature(s):**

**(all signatories may be required to sign on joint accounts)**

X

X

**Date**

# Direct Debit Request (DDR) Service Agreement

1. Following receipt of your **DDR**, Consumer and Business Services (CBS) will initiate direct debit items on processing of residential bond lodgements received from you.
  - Confirmation in the form of a receipt will be provided for each direct debit processed.  
N.B. Not available for online lodgements.
  - If you have entered into an arrangement to make periodic payments, these will be debited on the dates and for the amounts specified in CBS' 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 Consumer and Business Services on 131 882.
3. A period of at least 14 days notice will apply where CBS 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 CBS agree to your proposal.
4. You will only be liable for debit items made in accordance with your DDR. CBS will advise you of any debit items as indicated in items 1 & 2.
5. If you wish to dispute any debit item, contact CBS on 131 882 or provide full details in writing to:  
Bonds Administrator  
GPO Box 965  
ADELAIDE SA 5001  
CBS will attempt to ensure that direct debit item disputes are resolved within **30 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.
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 CBS.
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 CBS on 131 882 or by downloading at [www.sa.gov.au/tenancy/privaterentalforms](http://www.sa.gov.au/tenancy/privaterentalforms)
10. CBS 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 CBS has received a DDR from you.
11. Direct debit is not available on the full range of accounts. If in doubt, check with your financial institution.
12. CBS does not provide facilities to direct debit credit cards.

For further information contact Consumer and Business Services on 131 882, or visit [www.sa.gov.au/tenancy/renters](http://www.sa.gov.au/tenancy/renters)