

Direct Debit Request (DDR)

Residential Parks Act 2007

THIS IS A ONCE-OFF AUTHORITY ONLY

Customer name	(USE BLOCK LETTERS)
	Surname
	Given names

I / We authorise CBS - Tenancies, APCA User ID Number 361750, to arrange for funds to be debited from my/our account to the value of \$ (amount of bond) at the financial institution identified below, for the purpose of bond lodgement.

Note: Please ensure the amount of bond is completed above.

Address of rented property	(USE BLOCK LETTERS)
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Details of the account to be debited	<i>All account details must be supplied. Please ensure the account and BSB number you provide are correct.</i>
	Note 1: The bank account details must match the parties of the bond. CBS cannot withdraw money from a third party account.
	Note 2: Direct debit is not available on all accounts - if you are unsure please check 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.
	BSB no
	Account no
	Account name

Signature(s) (All signatories may be required to sign on joint accounts)	
Signature of person 1:	Date: / /
Signature of person 2:	Date: / /



Direct Debit Request Service Agreement

1. Following receipt of your **Direct Debit Request (DDR)**, Consumer and Business Services (CBS) will initiate the direct debit request. You will receive a receipt as confirmation.
2. You will only be liable for debit items made in accordance with this DDR.
3. If you wish to dispute any debit item, contact CBS on 131 882 or provide full details in writing to:
Financial Systems Administrator – Bonds
GPO Box 965
ADELAIDE SA 5001

CBS will attempt to ensure that direct debit item disputes are resolved within 10 business days.
4. 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.
5. THE BANK ACCOUNT DETAILS MUST MATCH THE PARTIES OF THE BOND. IF THE DETAILS DO NOT MATCH THE DIRECT DEBIT WILL BE REJECTED.
6. 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 this bond.
7. 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.
8. Direct debit is not available on the full range of accounts. If in doubt, check with your financial institution.
9. CBS does not provide facilities to direct debit credit cards.
10. Please direct any queries about your DDR to the Financial Systems Administrator on 131 882.

Attach this form securely to the bond lodgement form

Consumer and Business Services
Office Hours: 9 am – 5pm
GPO Box 965, ADELAIDE SA 5001
Customer Service Centre, 91 Grenfell St, ADELAIDE SA 5000
Telephone: 131 882
www.sa.gov.au/tenancy/renters

Office use only

Bond no

Date processed .../.../.....

Officer's name

