

Direct Debit Service Agreement

1. Following receipt of your Direct Debit Request (DDR), Consumer and Business Services (CBS) will initiate the direct debit request. Confirmation in the form of a receipt will be provided for each direct debit processed. Note – this is not available for online lodgements.
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 resolve direct debit item disputes 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 all accounts. If in doubt, check with your financial institution.
9. CBS does not provide facilities to direct debit credit cards.
10. Any enquiries regarding your DDR should be directed to the Financial Systems Administrator on 131 882.

Consumer and Business Services
GPO Box 965, ADELAIDE SA 5001
Telephone: 131 882
www.sa.gov.au/tenancy/renters

