



Tenancies
Customer Service Centre
91 Grenfell Street
ADELAIDE SA 5000
GPO Box 965
ADELAIDE SA 5001
Tel: 131 882
www.sa.gov.au

Direct Debit Request (DDR) - Individual

THIS IS A ONCE-OFF AUTHORITY ONLY

Please use **BLOCK LETTERS**

Customer Name: I / We
(Surname) (Given names)

authorise **CBS – Tenancies, APCA User ID Number 079565**,
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 that value (amount of bond) is completed

Address of rented premises:

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 Money cannot be withdrawn from a third party account.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 and branch of financial institution:

BSB number: | | | - | | | This **must** be 6 digits

Account number: | | | | | | | | | | Cannot be more than 9 characters

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)

Customer signature(s):
(all signatories may be required to sign on joint accounts)
.....

Date:/...../.....

ATTACH THIS FORM SECURELY TO THE BOND LODGEMENT FORM

OFFICE USE ONLY

Bond No:

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

Officer's name:

Direct Debit Request (DDR) Service Agreement

1. Following receipt of your **DDR**, Consumer and Business Services (CBS) will initiate the direct debit request and confirmation in the form of a receipt will be provided for each direct debit processed. N.B. 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:
Bonds Administrator
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 do 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