

# 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 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 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. CBS cannot withdraw money from a third-party account.

### Name and branch of financial institution

### BSB no

### Account no

*(Please ensure the account and BSB numbers you are providing are correct. Direct debiting is not available on a 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 (all signatories may be required to sign on joint accounts)

Signature/s

Date

Date

## Direct Debit Request (DDR) 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 30 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.

### Please return this form to CBS

**Email:** [bondfollowup@sa.gov.au](mailto:bondfollowup@sa.gov.au)

**In person:** Consumer and Business Services  
9am - 4.30pm Mon to Fri  
4-6 Chesser Street, ADELAIDE

**Mail:** GPO Box 965, ADELAIDE SA 5001

**Telephone:** 131 882