

Direct Debit Request (DDR)

Residential Parks Act 2007

Refer to the Direct Debit Request (DDR) Service Agreement set out on page 2 of this form.

Please use BLOCK LETTERS.

Customer name

Park owner name

ACN / ABN

I / We authorise **CBS -Tenancies, APCA User ID Number 361750**, 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** on page 2.

Details of the account to be debited

All account details must be supplied. Please ensure the account and BSB number you provide are correct.

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

Account number

Account name

Account for residential park known as

Signature(s)

(All signatories may be required to sign on joint accounts)

Signature of person 1:

X

Date (dd/mm/yyyy)

Signature of person 2:

X

Date (dd/mm/yyyy)



Direct Debit Request (DDR) Service Agreement

1. Following receipt of your **Direct Debit Request (DDR)**, Consumer and Business Services (CBS) will initiate direct debit items on processing of bond lodgements received from you.
 - Confirmation in the form of a receipt will be provided for each direct debit processed.
 - If you have made an arrangement to make periodic payments, these will be debited on the dates and for the amounts specified in CBS' confirmation of the arrangement.
2. If you have made an arrangement to make periodic payments and wish to defer or vary the terms of the arrangement, contact CBS on 131 882.
3. A period of at least 30 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 agrees 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. To dispute any debit item, contact CBS on 131 882 or provide full details in writing to:
Financial Systems Administrator – Bonds
Consumer and Business Services
GPO Box 965 ADELAIDE SA 5001
CBS will attempt to resolve direct debit item disputes within 10 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 intend to change your account and continue using direct debit, you will need to complete a new Direct Debit Request (DDR) form -available from www.sa.gov.au/tenancy/forms
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 all accounts. If in doubt, check with your financial institution.
12. CBS does not provide facilities to direct debit credit cards.
13. Please direct any enquiries about your DDR to the Financial Systems Administrator on 131 882.

Please return this form to Consumer and Business Services

Consumer and Business Services
GPO Box 965, ADELAIDE SA 5001
Telephone: 131 882

www.sa.gov.au/tenancy/renters