



**Australian Government**

**Department of Infrastructure, Transport,  
Regional Development and Local Government**

## DIRECT DEBIT REQUEST FORM

New direct debit request                       Change to current direct debit request

**Before completing this form please read the Direct Debit Service Agreement overleaf.**

### 1. BUSINESS DETAILS

Company name: \_\_\_\_\_

ACN/ABN: \_\_\_\_\_

Company address: \_\_\_\_\_

Contact person: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

### 2. CREDIT CARD DETAILS (STANDING ORDER AUTHORITY)

Visa                       MasterCard                       Diners Club  
     Amex                       Bankcard                      Other \_\_\_\_\_

Cardholder name: \_\_\_\_\_

Credit card number: \_\_\_\_\_

Expiry date: \_\_\_\_ / \_\_\_\_                      Security Code: \_\_\_\_ (from back of card)

### 3. PERSONS AUTHORISED TO USE CREDIT CARD (other than cardholder)

- (i).....
- (ii).....
- (iii).....
- (iv).....
- (v).....
- (vi).....

I/we have read and understand the information contained in the DDR Service Agreement and request that you debit my credit card in accordance with the DDR Service Agreement.

This authority shall stand, in respect to the above specified credit card and in respect of any credit card issued to me in renewal or replacement thereof, until I notify the merchant in writing of its cancellation.

Signature: \_\_\_\_\_                      Date: \_\_\_\_\_



## Australian Government

### Department of Infrastructure, Transport, Regional Development and Local Government

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

This Direct Debit Request (DDR) Service Agreement forms part of the terms of the DDR and should be read in conjunction with the DDR form.

By signing the DDR, you authorise the Department of Infrastructure, Transport, Regional Development and Local Government (Department of Infrastructure) to arrange for funds to be debited from the nominated credit card. Payment in full will be deducted on the due date displayed on your 'Infrastructure' invoice. You should direct all enquiries about your direct debit to the 'Department of Infrastructure' on 1300 307 761.

### Changing your DDR Authority

If you change your direct debit account you will need to complete a new Direct Debit Request. Please contact the Department of Infrastructure on 1300 307 761 for a Direct Debit Request to be mailed to you or visit the website at [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

### Privacy

The Department of Infrastructure will not disclose any details of your DDR to any person or corporation unless required to do so by law or unless the information is required in relation to a disputed transaction. Where the Department of Infrastructure is required to disclose details of your DDR either by law or in relation to a disputed transaction, the Department of Infrastructure will comply with any relevant privacy legislation.

### Non-business days

If your direct debit payment falls on a date that is not a business day, the Department of Infrastructure will draw from your nominated credit card on the nearest business day.

### Stopping or cancelling your DDR

You may defer, alter, stop or cancel your DDR at any time by providing at least 14 days notification in writing to the Department of Infrastructure.

### Disputes

If you wish to dispute a DDR transaction, you can contact the department in writing at Department of Infrastructure, Transport, Regional Development and Local Government, PO Box 594, Canberra City, ACT 2601 or call 1300 307 761 and we will arrange for your disputed transaction to be investigated and where appropriated, for a correction to be made. If we are unable to resolve the dispute to your satisfaction, you should contact your financial institution to complete and lodge a DDR Customer Claim form.

### Clear funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be paid by your financial institution on the due date.

#### Returned or dishonoured DDRs

If there are insufficient clear funds in your account to meet the direct debit:

- You may be charged a fee and/or interest by your financial institution
- You may also incur fees or charges imposed or incurred by the Department of Infrastructure
- You must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

### Your account

You should check:

- With your financial institution whether the direct debit service is available with your account
- That your account details provided to us are correct by checking them against a recent account statement
- With your financial institution before completing the DDR if you have any queries about how to complete the DDR

### Liability

We are not responsible for any loss or damage you may suffer from incorrect or incomplete account details that you have provided to us, and delay by us or your financial institution or any other such event relation to this DDR.