

# Direct Debit Request (DDR)

This form is to request and authorise the CEO (Housing) (User ID 418959) to arrange rent, maintenance and/or any other payments to be taken out directly from your bank account.

You will need to check that your bank account can be direct debited by contacting your bank before you complete this form. Please complete all fields in BLOCK LETTERS and provide the completed form to your local Housing office for processing.

Client details			
Title	<input type="checkbox"/> Mr / <input type="checkbox"/> Mrs / <input type="checkbox"/> Miss / <input type="checkbox"/> Ms / <input type="checkbox"/> Other:	Date of birth	/ /
First name			
Last name			
Address			Postcode
Phone number		Other contact	
Email			
Bank account details to be debited			
Financial institution			
Branch location			
Account name			
BSB number		Account number	
Deduction options – please tick and complete applicable			
<input type="checkbox"/>	START direct payment of \$	From	/ /
	Frequency	<input type="checkbox"/> Weekly	<input type="checkbox"/> Fortnightly
		<input type="checkbox"/> Monthly	(ceased debts only)
<input type="checkbox"/>	CANCEL all future direct debit payments from my bank account above from	/ /	
<input type="checkbox"/>	SUSPEND direct debit payments between	/ /	to / /

Authorisation			
I/we,		(FULL NAME)	
		(FULL NAME)	
<ul style="list-style-type: none"> <li>Request for the CEO (Housing) to arrange for funds to start, be cancelled or suspended from my/our bank account as indicated in my deductions options above. Authorise the Department to arrange my request through the Bulk Electronic Clearing System (BECS).</li> <li>Understand the CEO (Housing) may continue debiting amounts as requested above until I/we cancel or change this request in writing.</li> <li>Have read, understood and agree to be bound by the terms of the DDR arrangement as specified in the DDR Service Agreement overleaf.</li> </ul>			
Signature		Date	/ /
Signature		Date	/ /
Please note: all signatures are required for bank accounts held by more than one person. Company bank accounts should be signed by relevant authorised person/s for the nominated account.			
Disclaimer			
<p><i>The Department of Territory Families, Housing and Communities only collects personal information which is reasonably necessary, or related to, its functions and activities. If you do not provide the Department with the requested information, we may not be able to provide you with the services or assistance that you are seeking. The information collected will be handled as outlined in our Privacy Policy, which is available on <a href="http://tfhc.nt.gov.au">tfhc.nt.gov.au</a> or can be requested by contacting the Department. By providing your personal information in this form, you consent to the collection, use, storage and disclosure of your personal information as described in our Privacy Policy. You have a right to seek access or correction of any information we hold about you. If you have any queries or concerns about how your personal information is collected and used, please contact the Legal and FOI Unit on (08) 89992602.</i></p>			
Direct Debit Request (DDR) Service Agreement			
<p>This document sets out the terms and conditions of the Agreement between the CEO (Housing) (Debit User ID 418959) ("the Debit User") and the person or persons ("the Client") who complete(s) and provide(s) to the Debit User a Direct Debit Request ("DDR") in a form satisfactory to the Debit User to facilitate the direct debit by the Debit User of the Customer's nominated account in accordance with the DDR through the Bulk Electronic Clearing System (CS2) ("BECS").</p> <p>The Agreement is entered into by the Debit User's acceptance of the Client's DDR, which acceptance is indicated by the Debit User's first debit of the Client's nominated account in accordance with the DDR.</p>			

## Terms of Agreement

1. This document contains the initial terms of the Agreement, which are subject to the arrangement as specified in the DDR. The Debit User may change the terms of the agreement, vary the terms of the debit arrangement as outlined in the DDR or cancel the arrangement and terminate the Agreement, by providing 14 days' notice to the Client.
2. By completing and providing the DDR to the Debit User the Client authorises the Debit User to make drawings on the Client's nominated account in accordance with the drawing schedule set out in the DDR.
3. The Client must ensure that the account nominated in the DDR is capable of accepting direct debits. Direct debiting may not be available on all types of accounts conducted by the Client with its financial institution (called the Ledger FI). The Client is advised to check account details against a recent statement from the Ledger FI, and if uncertain, the Client must check with the Ledger FI before completing the DDR.
4. If the Client wishes to alter, suspend or cancel the direct debit arrangement, it must give the Debit User at least 14 days' notice in a form approved by the Debit User, before such changes will be effected. The Client must make other arrangements to pay the amount due if it cancels or suspends the direct debit arrangement.
5. If the Client disputes a debit the following dispute resolution process will apply:
  - The Client must first approach the Debit User to seek to resolve the disputed debt.
  - All approaches to the Debit User will be made in writing to the address nominated in Clause 12 of the Agreement.
  - The Debit User will attempt to resolve the dispute directly with the Client.
  - If the Client is not satisfied that the dispute has been resolved by the Debit User the Client may lodge a claim with the Client's Ledger FI.
6. If a due date for a debit in accordance with the drawing schedule set out in the DDR is not a business day, the Debit User will make the debit on the last business day before the due date. If the Client is uncertain as to when the debit will be processed to the Client's account, the Client should make enquiries directly with the Client's Ledger FI.
7. The Client must ensure that on the due date, or on the date determined by Clause 6 where applicable, the nominated account contains sufficient funds to enable the debit to be made.
8. If any debit is dishonoured the Debit User may cancel the direct debit arrangement and terminate the Agreement immediately by notice in writing to the Client and may charge the Client a dishonour fee equal to the total of all charges imposed on the Debit User by our financial institution in respect of the dishonour. Any such charge notified to the Client by the Debit User shall be a debt due and payable by the Client to the Debit User.
9. The Debit User will keep confidential any Client account details contained in the DDR, and any information relating to the Client's nominated account obtained in the course of the direct debit arrangement. Notwithstanding this, the Debit User may disclose such details and information to our financial institution for the purpose of making debits in accordance with the DDR and for the purpose of responding to a request for justification of a disputed debt pursuant to the dispute resolution procedure set out above at Clause 5.
10. The Client must, in the first instance, direct all enquiries including stops or cancellations to the Debit User.
11. Any written notice pursuant to this Agreement must be forwarded to a party at the party's address specified in Clause 12 of the Agreement, or such other address as may be notified from time to time as the address for the service of notices for the purpose of the direct debit arrangement.
12. Address for notification: Department of Territory Families, Housing and Communities, GPO Box 37037 Winnellie NT 0820.