

Direct debit request service agreement for the transfer of funds by Queensland Treasury

1. **Check your account allows direct debits.** Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts. You should check a recent statement for your account (and, if in doubt, check directly with your financial institution) to ensure that your account has this facility.
2. **Authorisation.** You authorise and request Queensland Treasury (APCA User ID No. 15840) to arrange for funds to be debited from your account in accordance with this 'Direct debit service agreement' through BECS.
3. **Direct debit arrangement.** Queensland Treasury will debit your account for the amounts that you are required to pay to the Commissioner of State Revenue for taxes and all grants, royalties, subsidies, fines and levies administered or collected by Queensland Revenue Office (QRO) on the due date for payment of the amounts, under the terms of that arrangement.

The debit amount may include any amount of tax, unpaid tax interest or penalty tax assessed or imposed under the revenue laws.

4. **Direct debit on non-business days.** If the day that your account would normally be debited falls on a non-business day (i.e. weekend or national public holiday), your account will be debited the next business day.

To enquire when the debit will be processed, contact your financial institution.

You must ensure you have sufficient clear funds available in your account in these circumstances.

5. **Sufficient cleared funds available in relevant account.** It is your responsibility to have sufficient clear funds available in your account by the due date, to permit payment of debit items according to your direct debit request.

If your financial institution does not pay a debit requested in accordance with the direct debit request, you should make alternative arrangements to ensure QRO is paid that amount immediately to prevent your instalment plan defaulting.

If you fail to do this:

- (a) you will be in breach of the terms of your payment arrangement with the Commissioner
- (b) additional unpaid tax interest and penalty tax may be imposed under the revenue laws, and action may be taken to recover outstanding amounts
- (c) you will be responsible for any charges your, or our, financial institution may levy for rejection of the debit against your account.

6. **Variation to direct debit arrangement by department.** Queensland Treasury can vary the terms of this direct debit arrangement by giving you at least 14 days notice of the proposed variation.

QRO may send notices for your direct debit arrangement either electronically or by ordinary post to the address you have provided.

If sent electronically, communications are taken to be received when they enter the first information system outside of QRO; if sent by mail, they are taken to be received on the day they would be received in the ordinary course of post.

7. **Variations to direct debit arrangement by customer.**

Variation of arrangements

Requests to decrease an amount or frequency of a direct debit can be made in writing to QRO, or by calling 1300 300 734.

If sufficient time allows, the alteration will take effect from the next scheduled direct debit date.

Cancellation of direct debit arrangement

If you wish to cancel a direct debit request, you must contact QRO (at least 14 days prior in writing) or your financial institution.

Cancelling or altering a single debit

If you wish to cancel or alter a single one-off debit (e.g. you have insufficient funds), contact QRO to arrange the alteration.

If sufficient time allows, the alteration will be made.

Change of account

If you wish to replace a direct debit request because there has been a change to your account, you need to give QRO a new direct debit request at least 14 days before the date on which you wish the new instruction to take effect.

The existing direct debit request will terminate 14 days after receipt of your new direct debit request.

8. **Dispute resolution.** If you dispute any debit to your account pursuant to the direct debit request, you should first contact QRO on 1300 300 734 and state that you have a query regarding a direct debit request.

If you prefer to lodge your query in writing, provide the details of your dispute and your existing direct debit request.

Direct debits claims may also be directed to your financial institution.

9. **Privacy.** The information you provide will only be used by Queensland Treasury for the purpose intended. We will take reasonable precautions to maintain the confidentiality of your records and account details.

Our financial institution may require this information in connection with a claim made on it relating to an alleged incorrect or wrongful debit.

10. **Liability.** If it is proved that an incidence of fraud has been perpetrated against you by an employee of Queensland Treasury, we will refund the amount obtained by the fraudulent act.

However, Queensland Treasury will not be liable to you for any other loss or damage as a result of this direct debit arrangement, including incidental, direct or consequential damages or lost profits.

Direct debit request

Version 4—Effective October 2023



You will need to complete this form to establish a direct debit arrangement for amounts that you are required to pay to the Commissioner of State Revenue for taxes and all grants, royalties, subsidies, fines and levies administered or collected by Queensland Revenue Office. Before you begin, you should:

- read our 'Direct debit request service agreement' to make sure that you understand and agree to the terms that will apply to the direct debit arrangement
- obtain independent advice in relation to the direct debit arrangement and how it will affect your personal or business affairs
- check with your financial institution that your account allows direct debits. Direct debiting through the banking system's bulk electronic clearing system is not available on all accounts.

Part A—Your details

1. Client name

Client number

Name

For individuals, enter surname and given names.

ABN

If applicable

2. Contact details

Correspondence address

C/o

Unit/Flat/Building

House no. and street address or PO Box

Suburb

State

Postcode

Telephone number

Mobile number

Email address

Part B—Your account

Check these details against a recent statement from your financial institution to ensure that they are correct.

3. Your financial institution

Name of financial institution

Branch name

4. Your account

Account name Full names of all parties to the account	<input type="text"/>
BSB number	<input type="text"/>
Account number	<input type="text"/>

Part C—Authority

You authorise and request:

- Queensland Treasury (APCA user ID no. 15840) to arrange for funds to be debited from your account in accordance with our 'Direct debit request service agreement' through the bulk electronic clearing system
 - Queensland Treasury to verify the details of your account with your financial institution
 - your financial institution to release information allowing Queensland Treasury to verify your account details.
- This authorisation is to remain in force in accordance with the 'Direct debit request service agreement'.

Part D—Verification

This verification is to be completed by all parties to your account.

I/we verify that:

- The information supplied is true and correct.
- I/we have lodged all documents and returns required by the revenue laws.
- I/we accept and agree to adhere to the terms of the 'Direct debit request service agreement' attached.

Signature	<input type="text"/>	Date	<input type="text"/>
Name	<input type="text"/>		
Signature	<input type="text"/>	Date	<input type="text"/>
Name	<input type="text"/>		

Queensland Revenue Office is collecting the personal information in this form for the purposes of administering state revenue. This is authorised by the *Taxation Administration Act 2001*. Your personal information will not be disclosed without your consent, except in circumstances outlined in the Act or as otherwise authorised by law. An agency engaged by Queensland Revenue Office may handle your information.

Queensland Revenue Office
GPO Box 139
Brisbane Qld 4001
Ph: 1300 300 734

Visit our website at qro.qld.gov.au for information relating to state taxes.