



## SPER—Direct debit request form

Direct debit is not available on the full range of bank accounts. If you are in doubt, refer to your bank or financial institution before completing this form.

### Section A To be completed by all applicants

#### I/we/company

Surname/family name (or company/business)

Given names (or company ACN)

Address

Postcode

Contact phone number

I/we authorise and request the Registrar of the State Penalties Enforcement Registry (APCA user ID no.068840), to debit my/our account through the Bulk Electronic Clearing System (BECS) at the amount as agreed until my/our debts owed to SPER are satisfied.

I/we authorise deductions to be made (tick one only)

weekly ☐ fortnightly ☐ 4-weekly ☐

monthly ☐

in the amount of \$

and for payments to start on

If this form is received after this date, SPER will select a start date.

Person/company named in the SPER Enforcement Order (write AS ABOVE if same)

Your/their party ID number (located on the Enforcement Order)

Signature of account/card holder Date

	/	/
Please print name		

Signature (for joint account holder) Date

	/	/
Please print name		

Now  
complete  
section B

### Section B For a bank account direct debit

Name of bank or financial institution

Address of bank or financial institution

Postcode

Name of account that is to be debited (e.g. JB & SL Smith)

BSB or financial institution number (contact your bank if not sure).

Account number

#### Privacy statement

SPER is collecting the information on this form to process your request for direct debit. Collection of this information is authorised by the *State Penalties Enforcement Act 1999*.

The information may also be used by SPER for other relevant enforcement purposes as authorised by the *State Penalties Enforcement Act*. Your personal information will not be disclosed to any other party without your consent unless authorised by law.

# Direct debit request service agreement

Retain this information page for your records.

## 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.

## Authorisation

You authorise and request the State Penalties Enforcement Registry (APCA User ID No. 068840) to arrange for funds to be debited from your account in accordance with this 'Direct debit service agreement' through BECS.

## Variations to arrangements by department

Variations to the agreement will not be made by the State Penalties Enforcement Registry (SPER) without your authority. SPER will advise you 14 days in advance of any changes to the direct debit request.

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

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

## Variations to arrangements by customer

Any variation, alteration or cancellation of an existing arrangement must be advised to SPER prior to the date the direct debit is due to be made.

- **Variation of arrangements.** Requests to decrease an amount or frequency of a direct debit can be made in writing to SPER, or by calling 1300 365 635. If sufficient time allows, the alteration will take effect from the next scheduled direct debit date.
- **Cancelling a debit request.** To cancel a direct debit request, contact SPER 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 SPER to arrange the alteration. If sufficient time allows, the alteration will be made.
- **Change of account.** If you wish to change an existing direct debit request because of a change of your account, contact SPER to advise your new account details. Alternatively, a new direct debit request form can be completed and returned to SPER. Until the new details are confirmed and recorded with SPER, the current direct debit arrangement will continue.
- **Change of contact information.** You must advise SPER of any changes to your contact details (mailing address, phone number, etc.). Failure to do so may result in your agreement being cancelled.

## Disputes

If you dispute any debit to your account pursuant to the direct debit request, you should direct your query to SPER to discuss the matter before lodging a written dispute. Should you be required to put your dispute in writing, set out your details and the items which you dispute. Direct debits claims may also be directed to your financial institution.

## Funds to be maintained in account

It is your responsibility to have sufficient clear funds available in your account by the due date to permit payment of debits in accordance with your direct debit request.

## Payments due on non-business days

If a day nominated for a debit on the direct debit request is not a business day in the place of lodgement (e.g. a weekend or public holiday), your account will be debited on the next business day. Enquiries as to when the debit will be processed should be directed to your financial institution. You must ensure you have sufficient clear funds available in your account in these circumstances.

## Dishonoured debits

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

SPER may also charge any dishonour fee it incurs as a result of the dishonour.

Charges may also be imposed by your own financial institution for dishonoured debits.

## Customer's agreement

- The customer acknowledges monies deducted from the indicated account are in satisfaction of fines or orders registered with SPER. Monies will be deducted as per the direct debit request until complete satisfaction of the fines or orders. The final deduction will be automatically reduced to the amount remaining and will not exceed the amount agreed in the direct debit request.
- The customer acknowledges that any fine or order registered with SPER after the lodgement of the direct debit request will be automatically added to the fines or orders that are the subject of the direct debit agreement.

**Privacy**

The information you provide on the direct debit request will only be used by SPER for the purpose of processing your direct debit request. SPER will take all reasonable precautions to maintain the confidentiality of your account details. SPER's financial institution may require this information in connection with a claim made on it relating to an alleged incorrect or wrongful debit.