



**OFFICE OF CONSUMER & BUSINESS AFFAIRS - TENANCIES BRANCH**

**DDR Service Agreement**

1. Following receipt of your **Direct Debit Request (DDR)**, the Tenancies Branch will initiate the direct debit request and confirmation in the form of a receipt will be provided
2. You will only be liable for debit items made in accordance with this DDR.
3. If you wish to dispute any debit item, contact the Tenancies Branch on 8204 9561 or provide full details in writing to:  
Financial Systems Administrator  
Tenancies Branch  
GPO Box 965  
ADELAIDE SA 5001

The Tenancies Branch will attempt to ensure that direct debit item disputes are resolved within **10 business days**.

4. 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.
5. **THE BANK ACCOUNT DETAILS MUST MATCH THE PARTIES OF THE BOND. IF THE DETAILS DO NOT MATCH THE DIRECT DEBIT WILL BE REJECTED.**
6. 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 this bond.
7. The Tenancies Branch 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 the Tenancies Branch has received a DDR from you.
8. Direct debit is not available on the full range of accounts. If in doubt, check with your financial institution.
9. The Tenancies Branch does not provide facilities to direct debit credit cards.
10. Any enquiries regarding your DDR should be directed to the Financial Systems Administrator on 8204 9561.