



SPER – Direct Debit Request Form

Direct Debit is not available on the full range of bank accounts. If you are in doubt please refer to your Bank or Financial Institution before completing this Direct Debit request form.

Section A

To be completed by ALL applicants

I/ We/ Company

Surname/Family Name (or Company/Business)

Given Name(s) (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/card at the amount as agreed until my/our debt/s owed to SPER is/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

Note: 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		

Now
complete
section
B or C

Signature (for joint account holder) Date

	/	/
Please print name		

Please complete either section B or C.

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 No (Contact your bank if not sure)

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Account Number

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Section C

For a Credit Card Direct Debit

To set up a direct debit using a credit card, go to www.sper.qld.gov.au and set up an instalment plan using BPOINT.

You can also call 1300 365 635.

Privacy Statement: SPER is collecting the information on this form to process your Direct Debit 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 1999*. 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)

1. **Check your account allows Direct Debits** – Direct Debiting through BECS (Bulk Electronic Clearing System) 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. **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.
3. **Variations to Arrangements by Customer -**

Please note: 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 the Queensland Government Contact Centre on 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 the Queensland Government Contact Centre. Notice of cancellation must be provided to SPER, **not** your own financial institution.

Cancelling/Altering a Single Debit – If you wish to cancel or alter a single one-off debit (e.g. you have insufficient funds), contact the Queensland Government Contact Centre to arrange the alteration. If sufficient time allows the alteration will be made.
4. **Disputes** – If you dispute any debit to your account pursuant to the **Direct Debit Request**, you should direct your query to the Queensland Government Contact Centre 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 item/s which you dispute.
5. **Change of Account** – If you wish to change an existing **Direct Debit Request** because of a change of your account, contact the Queensland Government Contact Centre 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.
6. **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.
7. **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**.
8. **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 (for example, 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.
9. **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.
10. **Customer's Agreement**
 - i) The customer acknowledges monies deducted from the indicated account are in satisfaction of fines/orders registered with SPER. Monies will be deducted as per the DDR until complete satisfaction of the fines/orders. The final deduction will be automatically reduced to the amount remaining and will not exceed the amount agreed in the DDR.
 - ii) The customer acknowledges that any fine/order registered with SPER after the lodgement of the DDR will be automatically added to the fines/orders that are the subject of the Direct Debit agreement.
11. **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. Please note that SPER's financial institution may require this information be provided in connection with a claim made on it relating to an alleged incorrect or wrongful debit.