



Direct Debit Request Service Agreement On-demand Booking Services – Authorisation

The Direct Debit Agreement

This document and your online Direct Debit Request establish the terms and conditions of your Direct Debit Request Service Agreement (the Agreement) made between the Department of Transport and Major Infrastructure (the Department) WA (ABN 27 285 643 255) and you for annual On-demand Booking Services (ODBS) authorisation payments required as an authorised ODBS provider under the *Transport (Road Passenger Services) Act 2018*. You have entered that agreement by completing and submitting an online Direct Debit Request.

By agreeing to the Direct Debit Request, you authorise the Department to arrange for funds to be debited from your account in accordance with the Agreement. The account is the account held at a financial institution that you have provided in your Direct Debit Request. The funds will be debited from your account through the Bulk Electronic Clearing System (BECS).

Payment of the initial annual ODBS authorisation fee will be debited within seven (7) days following approval of your ODBS authorisation. Subsequent payments of the annual ODBS authorisation fee will be debited within seven (7) days prior to the expiry date of your ODBS authorisation.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

If the Direct Debit date falls on a non-business day, we will debit your account on the following business day.

If you are unsure about which day the debit payment will be processed, you should ask your financial institution.

We will email you two (2) months prior to expiry of your annual ODBS authorisation, a renewal notification displaying the Direct Debit date.

Your Obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account, by the debit day, to allow for the payment of debit items in accordance with this Direct Debit Request.

If you don't have sufficient funds in your account to meet a debit payment on the deduction date:

- a) you may be charged a fee and/or interest by your financial institution;

Where we have received notification from your financial institution of payment failure, we will contact you to advise that the payment has failed and request that you take action to make payment within seven (7) days to avoid your ODBS authorisation being suspended or cancelled.

You should check your account statement to verify the amounts debited from your account are correct.

Accounts

You can make direct payments from an eligible cheque or savings account. Your account must be with an Australian bank, Building Society or Credit Union, however please check with your financial institution to ensure they can support Direct Debit of your nominated bank account prior to proceeding with your Direct Debit application. Direct Debit through the BECS is not available on all accounts.

You should also:

- a) check that your account details which you have provided to us are correct by checking them against a recent account statement; and
- b) check with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

Amendments by us

We may vary any details of this Agreement or a Direct Debit Request by giving you not less than 14 days written notice.

We may suspend or cancel this Agreement at any time including for non-payment of the annual ODBS authorisation fee or if we suspect fraudulent information has been provided in relation to this agreement. We will provide you with written confirmation anytime we suspend or cancel your Direct Debit Request.

Amendments by you

You may change*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by:

- a) entering your new account details at any time within your DoTDirect account which can be accessed on the Department's website www.transport.wa.gov.au; or
- b) emailing your instructions to ondemandtransport@transport.wa.gov.au; or
- c) by telephoning us on 13 11 56 during office hours; or
- d) arranging it through your financial institution, which is required to act promptly on your instructions.

Please allow one (1) business day for option (a) to take effect and ten (10) business days for either of options (b) and (c) to take effect. Your financial institution will be able to tell you the timeframe for option (d) to take effect.

*Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us of your new account details.

If you defer, stop or cancel your direct debit authority, you will need to contact the Department to make an alternative payment arrangement.

Disputes

If you or the account holder believe there has been an error in debiting your account, you should notify the Department directly by email at ondemandtransport@transport.wa.gov.au or phoning 13 11 56 so that we can investigate and resolve your query as quickly as possible. Alternatively, you can refer the query directly to your financial institution.

If we conclude as a result of our investigations that your account has been incorrectly debited, we will arrange for your financial Institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account was not incorrectly debited, we will provide you reasons and any evidence for this finding in writing.

Confidentiality

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that our employees do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- a) to the extent specifically required by law; or
- b) for the purposes of this agreement including disclosing information at the request of your financial institution relating to a claim made to an alleged incorrect or wrongful debit.

How to make an enquiry

If you wish to notify us about anything relating to this Agreement you should email ondemandtransport@transport.wa.gov.au or write to:

Department of Transport and Major Infrastructure
On-demand Transport
GPO Box R1290
PERTH WA 6844

We may send notices either electronically to your email address or by ordinary post to the address you have given us.

If sent by mail, communications are to be taken to be received on the day they would be received in the ordinary course of post.