

The Department of Immigration and Border Protection Direct Debit Request Service Agreement

1. By signing the DDR, you have authorised the Commonwealth of Australia represented by the Department of Immigration and Border Protection (the Department) (ABN: 33 380 054 835; APCA ID 406224) to arrange for funds to be debited from the nominated account for the payment of customs duty, goods and services tax, wine equalisation tax, luxury car tax and other charges and fees payable in respect of imported goods.
2. The Department will debit your nominated financial institution account on the due date. Where the due date is not a business day, the Department will process the debit on the first business day thereafter.

Changing the agreement

3. The Department will provide you with twenty-one days notice if the Department wants to change any terms of the Agreement.
4. If you receive a notice of a proposed change to the Agreement from the Department and you want to terminate your DDR, you must give the Department at least five days notice to terminate the DDR from the date upon which the proposed change is to take effect.

Dispute

5. If you believe there has been an error in debiting your account, you should notify us directly 1300 558 099 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.
6. If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging 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.
7. If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.
8. The Department will attempt to ensure that all DDR transaction disputes are resolved within twenty eight business days.

Clear funds

9. You should ensure that you have sufficient clear funds in your nominated financial institution account to enable each debit to be paid by the due date. If you do not have sufficient clear funds, the Department will contact you about the payment of the amount owing.

Returned debits

10. The Department reserves the right to refuse to accept EFT payments where you have on more than one occasion not had sufficient clear funds to enable debits to be paid, or where you have significant debts outstanding to the Commonwealth.
11. If there are insufficient clear funds in your account to meet the debit you may be charged a fee by your financial institution.

Altering or cancelling the DDR

10. The DDR remains in force during the usage period or until the DDR is cancelled.
11. You may alter or defer the DDR at any time by providing at least 5 business days notification in writing to the Department.
12. You may cancel the DDR at any time by providing at least 5 business days notification in writing to the Department.

Accounts that can be debited

13. You should check:
 - a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions;
 - b) your account details which you have provided to us are correct by checking them against a recent account statement; and
 - c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request. If in doubt, check with your financial institution.
14. The Department will not debit credit cards.

Confidentiality

15. The Department requires the information in the DDR in order to make direct debits from the nominated financial institution account. The Department will not disclose the information in the DDR, except where required or permitted by law or required for conducting direct debits with your financial institution and for related queries or disputes.

Contact

16. Direct Debit processing can take up to 5 working days. To check if it has been processed, please access the ICS and search under the 'Client Summary View' screen, accessing the 'Bank Accounts' hyperlink. If it has not been actioned within the 5 working days, or if you have any queries, wish to alter or cancel the DDR, stop an individual debit or dispute a debit, please ring 1300 558 099 for assistance. Alternatively you can take it up directly with your financial institution.

Please send completed forms, or if you wish to notify us in writing about anything relating to this agreement, you should write to:

Postal Address

Attention: Cargo Clearance
Department of Immigration and Border Protection
Customs House
Locked Bag 3000
Sydney International Airport NSW 2020

Email Address

ClientServicesCHSIA@border.gov.au

17. We may send notices either electronically to your email address or by ordinary post to the address you have given us.
18. Any notice will be deemed to have been received on the third banking day after emailing or posting.

Note: Scanned signed DDR forms will be accepted by email.