



FINES ENFORCEMENT REGISTRY

Direct Debit Request Customer Service Agreement

Please consider the conditions of this agreement before lodging the Direct Debit Request application. By lodging the Direct Debit Request you are accepting the conditions and agree to abide by them. If you do not agree to the conditions do not lodge the application.

1). The Customer must advise in writing 14 days in advance, of any changes to the Direct Debit arrangement.

2). For all matters relating to the Direct Debit arrangement, to defer or alter the arrangement or to cancel the DDR with the Debit User, the Customer will need to put the request in writing. The request can be submitted by:

- Visiting your nearest Magistrates Court,
- Posting written correspondence to The Registrar, Fines Enforcement Registry, GPO Box X2293, Perth WA 6847 or by facsimile on 9425 7070, or
- Scan and E-mail a letter to the Fines Enforcement Registry at fertp@justice.wa.gov.au outlining the request/issue.

The signature of the account holder must be included to authorise any amendments to the Direct Debit arrangement.

Allow 14 days for the amendments to take place.

3). The Customer should be aware that:
a). Direct Debiting through Bulk Electronic Clearing System (BECS) is not available on all accounts;
and,
b). Account details should be checked against a recent statement from your Bank.

4). It is your responsibility to ensure sufficient cleared funds are in the nominated debiting account when the payments are to be drawn. You should allow at least 5 days after the due date for the debit to be processed.

5). If the due date for payment falls on a non-working day or public holiday, the payment will be processed on the next working day. If the customer is in any doubt, please refer to point 3 for further clarifications.

6). The FER will cancel the direct debit arrangement forthwith if a debit transaction is rejected because of incorrect account details.

7). If the FER attempts to draw funds from the nominated account on three occasions and there are insufficient funds in the account the FER will cancel the direct debit arrangement forthwith.

8). For returned unpaid transactions, the following policy will apply:
 The Customer agrees that the FER is authorised to retry the debit item until the debit item is paid, subject to point 6, 7 and 8.

9). All Customer records and account details will be kept private and confidential to be disclosed only at the request of the Customer or Bank in connection with a claim made to an alleged incorrect or wrongful debt.

10). This DDR in no way effects the enforcement process of any unpaid fine registered with the FER in the Customers name. Enforcement of unpaid fines will continue unless alternative separate arrangements to this DDR are made with the FER.

11). The Fines Enforcement Registry must provide for 'not less than 14 days' notice to the Customer if there is a variation to any of the debit arrangements.

PLEASE NOTE: DISHONOUR FEES WILL BE CHARGED TO THE ACCOUNT HOLDER.

If a formal arrangement is present and a dishonoured payment occurs, you must honour the payment manually to avoid cancellation of your arrangement.

***** Before disputing a transaction, the Fines Enforcement Registry reference appearing on your bank statement will be similar to: FE-1234567890 *****

If you would like to dispute a withdrawal, please let us know. We will investigate and respond to you within five business days. Alternatively you can contact your Financial Institution.



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