



## Direct Debit Request Form

\_\_\_\_\_ (Premises Name)

\_\_\_\_\_ (Premises Number)

I/We \_\_\_\_\_

(Full Name / Company Name)

\_\_\_\_\_ (Address)  
\_\_\_\_\_

Authorise the Department of Gaming and Racing and Office of State Revenue, until further notice in writing to arrange for funds to be debited from my/our account, at the Financial Institution identified and as described in the schedule below, any amounts which the Department of Gaming and Racing or Office of State Revenue, (Debit Users) may debit or charge me/us through the Direct Debit System.

**Please note: The Office of State Revenue's User Identification Number is 231250 for collection of gaming tax and penalties. The Department of Gaming and Racing's User Identification Number is 250618 for collection of fees, fines and other payments.**

### Schedule of Account To Be Debited

Account held in the name of: \_\_\_\_\_

Financial Institution's BSB: \_\_\_\_\_

Account Number: \_\_\_\_\_

Financial Institution's Name / Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please note: Direct debiting is not available on the full range of accounts. If in doubt, please refer to your Financial Institution.

### Direct Debit Request Authorisation

I/We have read the attached "Direct Debit Customer Service Agreement" and acknowledge and agree with its terms and condition.

I/We request this arrangement to remain in force in accordance with the details set out in the Schedule described above and in compliance with the "Direct Debit Customer Service Agreement"

Customer(s) Name: \_\_\_\_\_

Customer(s) Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Direct Debit Customer Service Agreement

The Department of Gaming and Racing (DGR) and Office of State Revenue (OSR) notes its commitment to you as the following:

- We (or our agents) will advise you by invoice of all drawings.
- When a due date for drawing falls on a non-business day, we will draw the amount on the next business day.
- We reserve the right to cancel the drawing arrangement if drawings are returned unpaid by your nominated Financial Institution. An administration fee may apply for drawings that are returned unpaid.
- We will keep all information pertaining to your nominated account at the Financial Institution private and confidential.
- We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.
- We will notify you at least 14 days in advance of any changes to the terms of this Agreement.

**You note and acknowledge your commitment to us as to the following:**

- It is your responsibility to check with your Financial Institution prior to completing the Direct Debit Request that direct debiting is available on the nominated account.
- It is your responsibility to ensure at all times that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- It is your responsibility to advise us, immediately in writing, if the account nominated by you to receive the drawings is altered transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method, if the drawing arrangements are stopped, by either you or the nominated Financial Institution.
- It is your responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged to, and by us, as a result of returned drawings.
- You may cancel the Direct Debit arrangement at any time by giving written notice to us. Such notice should be received by us no later than 10 business days prior to the cancellation date. Your nominated Financial Institution is unable to cancel your Direct Debit Arrangement or to defer a drawing.
- All transaction disputes, queries and claims should be raised directly with us either by writing to the Department of Gaming and Racing, GPO Box 7060, SYDNEY, NSW 2001 or by telephoning the DGR Customer Access Centre on 9995 0332 or by writing to the Office of State Revenue, Locked Bag 5215, PARRAMATTA, NSW, 2124 or by telephoning the OSR on 9685 2189 or 1800 221 555 (for callers outside the Sydney metropolitan area). We will provide a verbal or written response within 20 business days from the date of notice. If the claim / dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.