

## Direct Debit Service Agreement (for bank/financial institution accounts)

This is your Direct Debit Service Agreement with Fines Victoria (ID 390785). It sets out the terms and conditions of your Direct Debit request and your obligations under the Service Agreement.

### 1. Debiting your Account

- 1.1. Details of the Direct Debit payments for your payment arrangement are shown in the attached letter confirming your direct debit facility agreement. You will also find the date on which the first payment is expected to come from your account. The amount you pay and how often is based on the payment arrangement proposed by the Director, Fines Victoria.

### 2. Your Responsibilities

- 2.1. Before you lodge your form, you should:
  - 2.1.1. make sure that your account can accept Direct Debits through the Bulk Electronic Clearing System ('BECS') as direct debiting may not be available on all accounts (your financial institution can confirm this), and
  - 2.1.2. check the details of your account against a recent statement to make sure all the details are correct.
- 2.2. It is your ongoing responsibility to make sure there is sufficient cleared funds in your account on each payment date; and immediately advise Fines Victoria if your account is transferred or closed.

**If you have provided incorrect information or not updated your information, we will not be able to deduct your payment and your payment arrangement may be cancelled.**

### 3. Scheduled Payment Dates

- 3.1. If a payment falls due on a non-business day it will generally be taken from your account on the next business day after the scheduled day. A 'business day' means those days on which a bank is open for business in Victoria and excludes days such as weekends and public holidays. If you need more information about how this works, please contact your bank/financial institution.
- 3.2. Administrative delays may result in the payment not occurring on the scheduled day (or the next business day as noted above). If such administrative delays occur, the payment may be taken from your account within the following five (5) business days.

### 4. Changes/Cancellations

- 4.1. If your payment arrangement is varied, the Direct Debit arrangement will still continue as per the terms of your varied payment arrangement.
- 4.2. If you wish to change or cancel your Direct Debit arrangement, including the amount and/or frequency of the payment you make, please call Fines Victoria on (03) 9200 8222.

- 4.3. If Fines Victoria proposes to change your Direct Debit arrangement, you will be given at least 14 days written notice.

### 5. Payment Queries

- 5.1. Where you can show that an amount has been incorrectly deducted from your account, please contact Fines Victoria or your bank/financial institution to have the matter resolved.

### 6. Dishonoured Payments

- 6.1. If a payment is returned or dishonoured by your bank/financial institution, Fines Victoria will attempt to contact you and make alternative arrangements for you to pay the amount in arrears. **Your bank/financial institution may charge you a fee for not having sufficient funds available at the time a Direct Debit payment is due.**
- 6.2. Fines Victoria may cancel a Direct Debit arrangement if two or more attempts to get a payment from your account have been unsuccessful. You will be notified of these unsuccessful attempts, and of any decision to cancel your Direct Debit arrangement. If Fines Victoria cancels your Direct Debit arrangement, you are required to continue to make payments according to your schedule. **If you fail to do so, your payment arrangement will be cancelled and enforcement action may be taken against you.**

### 7. Privacy Statement

- 7.1. The State of Victoria (Fines Victoria) collects personal information for the purpose of processing your Direct Debit request and administering any resulting Direct Debit arrangements. Your personal information may be disclosed by the State of Victoria to its agents, contractors, and financial institutions where necessary to administer your Direct Debit arrangement, including any payment disputes. Your personal information may also be disclosed by the State of Victoria where permitted by law.
- 7.2. You are able to request access to the personal information that Fines Victoria holds about you, and to request that it be corrected. Please call Fines Victoria on (03) 9200 8222 between 8am and 6pm Monday to Friday, excluding public holidays.

### 8. Further Questions

If you have any questions about Direct Debit, please contact Fines Victoria on (03) 9200 8222 or 1800 150 410 (toll free for Regional Victoria only) between 8am and 6pm Monday to Friday, excluding public holiday