

Australian Customs Service direct debit request service agreement

Direct debit request (DDR) service agreement

1. By signing the DDR, you have authorised the Australian Customs Service (Customs) 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. Customs will debit your nominated financial institution account on the due date. Where the due date is not a business day, Customs will process the debit on the first business day thereafter.

Changing the agreement

3. Customs will provide you with twenty-one days notice if Customs wants to change any terms of the Agreement.
4. If you receive a notice of a proposed change to the Agreement from Customs and you want to terminate your DDR, you must give Customs 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 wish to dispute a DDR transaction, you should contact Customs.
6. Customs will attempt to ensure that all DDR transaction disputes are resolved within twenty eight business days.

Clear funds

7. 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, Customs will contact you about the payment of the amount owing.
8. Customs 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.

Returned debits

9. 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 the DDR at any time by providing at least 5 business days notification in writing to Customs. Customs may refuse to vary the DDR.
12. You may cancel the DDR at any time by providing at least 5 business days notification in writing to Customs.

Accounts that can be debited

13. Direct debit is not available on a full range of accounts. If in doubt, check with your financial institution.
14. Customs will not debit credit cards.

Confidentiality

15. Customs requires the information in the DDR in order make direct debits from the nominated financial institution account. Customs will not disclose the information in the DDR, except where required or permitted by law or required for conducting direct debits with your financial instruction 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.

Please send completed form to:

Postal Address

Attention: Cargo Support
Australian Customs Service
Customs House
Locked Bag 3000
Sydney International Airport NSW 2020

Courier Address

Attention: Cargo Support
Australian Customs Service
Ground Floor, Customs House
10 Cooks River Drive
Sydney International Airport NSW 2020

Note: Only original DDR forms will be accepted (no photocopies).