WorkCoverSA
Better together

Government of South Australia

Direct debit request form

Please return this form to
WorkCoverSA
GPO Box 2668, Adelaide SA 5001

Please use BLOCK LETTERS

Customer details

I / we _____

(family or company / business name)

_____

(given names or ACN / ABN)

Authorises WorkCoverSA (the User) (User ID number 029281) to arrange for funds to be debited from my / our account at the financial institution identified below and as prescibed below. This authorisation is to remain in force in accordance with the terms described in the service agreement.

Bank details (details of the bank account to be debited)

Name of financial institution _____

Branch location _____

Account name _____

BSB number ☐☐☐☐☐☐ Account number ☐☐☐☐☐☐☐☐☐

Payment details

This payment is for WorkCoverSA premium/fee

Employer number ☐☐☐☐☐☐☐☐

I request that you debit my / our account in accordance with our agreement and subject to the conditions overleaf.

Payment initiated by: **WorkCoverSA**

Refer to the tax invoice

Customer authorisation (all signatories may be required to sign on joint accounts)

_____ _____

(signature) *(signature)*

Date _____ / _____ / _____ Date _____ / _____ / _____

Direct debit service agreement

On receipt of your completed direct debit request form:

- On the 7th of each month from September to June, WorkCover will initiate and process the instalment amount via direct debit.
- If the 7th of each month is a non-business day, then WorkCover will process the debit on the first business day after the 7th.
- The agreed amount will be automatically processed unless you advise WorkCoverSA of changes to the estimated remuneration at least five business days prior to the specified date.
- Based on your latest remuneration return, WorkCover will recalculate the appropriate instalment amount and advise you in writing if the amount is to be altered. If you disagree with the new amount you will need to contact WorkCover.

Conditions:

1. Direct debit is not available on the full range of accounts. If in doubt, check with your financial institution.
2. WorkCover will only process premium/fee payments in accordance with your direct debit request form.
3. On receipt of your direct debit request form, WorkCover will confirm the agreement (and any subsequent amendments) in writing.
4. WorkCover will provide you with **at least 14 days notice** where WorkCover proposes to vary the details in this arrangement.
5. You will need to provide **at least five days notice** where you need to vary details in this arrangement. If you wish to defer or vary the terms of this agreement, contact WorkCover.
6. A direct debit remains in force until it is cancelled. If you wish to cancel your direct debit or stop an individual payment, you must contact WorkCover and give **at least five business days notice**.
7. Direct all queries, requests for cancellation of a direct debit or requests to stop individual payment to WorkCover.
8. It is your responsibility to have sufficient funds available in your account on the requested or due date to permit the payment to be processed in accordance with your direct debit request form.
9. If a debit item is returned unpaid by your financial institution you may be liable for any fees charged by that financial institution.
10. If you change your account and want to continue using direct debit, you will need to complete a new direct debit request form. You can obtain a new direct debit request form by contacting WorkCover.
11. WorkCover is very careful to protect the privacy of any personal information supplied. Some information may be given to financial institutions involved in the event of a direct debit dispute, or to verify that we have received a direct debit request form from you.

Late payments:

Payments not received by WorkCover by the 7th of each month from September to June may be subject to a late payment fine being imposed.

Disputing a direct debit item:

If you wish to dispute any direct debit item, please contact WorkCover with relevant details.

- On receipt of your dispute, WorkCover will contact you and attempt to resolve the issue within 24 hours.
- If the issue cannot be resolved within 24 hours, WorkCover will negotiate a refund with you.
- Once your dispute has been investigated, we will contact you with the outcome and confirm it in writing. It may be necessary for you to pay any outstanding premium/fee where a refund has previously been initiated as a result of your dispute.