

# Agency Direct Debit Request (DDR)



Super SA



Please complete all the details on this form in **BLOCK LETTERS** using a **BLACK PEN** and return to Super SA via post or email.

To find out more visit [supersa.sa.gov.au](https://supersa.sa.gov.au) or call **(08) 8214 7800**

## 1. Agency contact details

Title	Agency number	
<input type="text"/>	<input type="text"/>	
Agency name (your agency acronym will be accepted if space is limited)		
<input type="text"/>		
Family name		
<input type="text"/>		
Given name(s)		
<input type="text"/>		
Email address		
<input type="text"/>		
Mobile phone	Work phone	Home phone
<input type="text"/>	<input type="text"/>	<input type="text"/>
Street address		
<input type="text"/>		
Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>
I/We	<input type="text"/>	
	(Surname or company name)	
	<input type="text"/>	
	(Given names or ACN/ABN)	

authorise Super SA, APCA user ID number 9667, to arrange for funds to be directly debited from my/ our account at the financial institution identified below. This authorisation is to remain in force in accordance with the Service Agreement provided on the following page.

## 2. Details of the account to be debited

**All account details must be supplied.**

Name of financial institution:	Branch
<input type="text"/>	<input type="text"/>
Account name	
<input type="text"/>	
BSB number	Account number
<input type="text"/>	<input type="text"/>

**Note:** Please ensure that the account and BSB number that you are providing are correct. Direct debit is not available on all accounts and if you are unsure please clarify with your financial institution. Credit union cheques may not show their own BSB number. Check with the credit union for the correct BSB number to use for direct debit.



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# Agency Direct Debit Request (DDR)



Please complete all the details on this form in **BLOCK LETTERS** using a **BLACK PEN** and return to Super SA via post or email.

**!** Contributions are currently due to be paid within seven days of the pay period end date. If contributions are not received by that date, late payment penalties may be applied by Super SA.

## 3. Signature/s

All account signatories may be required to sign on joint accounts.

Signature

Date  /  /

Signature

Date  /  /

## 4. DDR Service Agreement

- Following receipt of your Direct Debit Request (DDR), Super SA will initiate direct debit items on the date received for the balance of contributions as submitted to Super SA via Employer Online.
  - Where you are making a self assessed payment, you will need to advise Super SA of the amounts and dates that you want payments to be debited. Call Super SA on (08) 8214 7800 or email [supersa@sa.gov.au](mailto:supersa@sa.gov.au) for more information.
  - Existing payment liabilities will not automatically be debited if the amount changes. Contact Super SA for more information.
  - You may request a payment date that is earlier or later than the Super SA assessed date. Refer to the note below regarding late payments.
    - Where a payment cannot be processed by the date that you requested or the Super SA assessed date,
    - Super SA will attempt to direct debit your account on the next possible business day. Payments that cannot be debited within 14 days of the requested or due date will not be debited. You will need to make other arrangements for these payments.
- If you have entered into an arrangement to make periodic payments and you wish to defer or vary the terms of the arrangement, contact Super SA.
- A period of at least 30 days notice will apply where Super SA proposes to vary the details of an arrangement. You will need to allow at least five business days for processing where you propose to vary the details of an arrangement and Super SA agrees to your proposal.
- You will only be liable for debit items made in accordance with your DDR. Super SA will advise you in writing of any debit items, as indicated in items 1 and 2 of this agreement.
- If you wish to dispute any debit item, call Super SA or provide full details in writing to:  
Super SA  
GPO Box 48  
Adelaide SA 5001  
Super SA will make every attempt to ensure that direct debit item disputes are resolved within ten business days.
- It is your responsibility to have sufficient clear funds available in your account on the requested or due date to permit the payment of debit items initiated in accordance with your DDR. Refer to the note below regarding late payments.
- Super SA will make every attempt to ensure that due dates do not fall on non-business days. If a due date falls on, or you specify a non-business day, the debit item will be processed on the next business day. You may direct any enquiries regarding non-business day debit processing to the financial institution branch where your account is held.
- If a debit item is returned unpaid by your financial institution you may be liable for any dishonour fees charged by that financial institution. Refer to the note at the top left of the page regarding late payments.
- A DDR remains in force with Super SA until it is cancelled. If you wish to cancel a DDR or stop any individual debit item, you must give at least ten business days notice to Super SA.
- If you change your account and want to continue using direct debit, you will need to complete a new DDR form. You can obtain a DDR via the website at [supersa.sa.gov.au](http://supersa.sa.gov.au).
- Direct all queries, requests for cancellation of a DDR or requests to stop individual debit items to Super SA.
- Super SA ensures the privacy of any personal information supplied. Some information may be given to financial institutions involved in the event of a direct debit item dispute, or to verify that the Super SA has received a DDR from you.
- Direct debit is not available on all accounts. If in doubt, check with your financial institution.
- Super SA does not provide facilities to debit credit cards.

### Contact us



**EMAIL** [supersa@sa.gov.au](mailto:supersa@sa.gov.au), or



**WEBSITE** [supersa.sa.gov.au](http://supersa.sa.gov.au)



**PHONE** (08) 8214 7800



**POST** GPO Box 48, Adelaide SA 5001



**MEMBER CENTRE (APPOINTMENT PREFERRED)** 151 Pirie St Adelaide SA 5000