

## Residential Tenancies Division

### Direct Debit Request (DDR)

#### Direct Debit Service information

This document provides general information in respect of the Direct Debit Request (DDR) arrangements which apply to your use of the VCAT Residential Tenancies Hub (formerly VCAT Online). This document does not in any way alter any of the provisions of the VCAT Residential Tenancies Hub Terms and Conditions signed by you.

#### Confidential information

All personal customer information held by VCAT will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

#### Drawing arrangements

Before completing the DDR, please check that direct debits can be made from the account you will nominate in the DDR. Your financial institution can provide this information.

Usually the relevant fee will be debited from the account nominated in your DDR on the next business day following your lodgment of an application (under the *Residential Tenancies Act 1997 and/or the Victorian Civil and Administrative Tribunal Act 1998*) via VCAT Residential Tenancies Hub.

Please ensure that sufficient cleared funds are always available in the account nominated in your DDR.

If any drawing from the account nominated in your DDR is returned or dishonoured by your financial institution, VCAT will send advice requesting payment / re-draw within three (3) days. Please note that any transaction fees that VCAT incurs for dishonoured or returned drawings will be charged to you.

#### Changes to your DDR

If you would like to change any information in your DDR and or close your account notify VCAT Residential Tenancies Hub Support in writing on company letterhead quoting your user id.

Please contact the VCAT Residential Tenancies Hub Support promptly if you close the account nominated in your DDR.

#### Difficulties

Direct all enquiries to the VCAT Residential Tenancies Hub Support telephone 1300 01 8228 (1300 01 VCAT).

If you wish to query the drawing of any funds from the account nominated in your DDR, please contact the VCAT Residential Tenancies Hub Support first before contacting your financial institution.

In some cases VCAT may not be able to resolve your difficulties and you may need to contact your financial institution.

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### Direct Debit Request (DDR)

I/We request you, the Victorian Civil and Administrative Tribunal (User ID 123989), to debit funds from my/our nominated account at the financial institution shown below according to the details specified below.

#### Your details

Name(s)			
Address			
	Postcode		
Telephone	Home		
	Work		
User Id			

#### Details of your bank account

Name of bank account			
Name and branch of financial institution where account is held			
BSB No.			
Account number			

#### Debit details

Commencing immediately until further notice the Victorian Civil and Administrative Tribunal (User ID 123989) is authorised to debit from the above account such funds as are necessary to cover fees payable to it.

#### Your authorisation

If debiting from a joint bank account, all signatures may be required

Signature		Date	
Signature		Date	
Signature		Date	

## Residential Tenancies Division

### VCAT Residential Tenancies Hub (formerly VCAT Online) Registration Form

I/We request registration as a user of *VCAT Residential Tenancies Hub* (formerly *VCAT Online*) for the purposes as set out in the VCAT Residential Tenancies Hub Terms and Conditions.

I/We have signed the Terms & Conditions and have completed the attached Direct Debit Request (DDR) form.

I/We submit that to the best of my/our knowledge the registration details provided below are true and correct.

#### Officer in Effective Control of Agency / Landlord / Tenant

<b>Name</b>	
<b>Date</b>	

#### Your Organisation Details

Organisation (Org) ID		
ACN	ABN	

Main name(s)		
Trading as		
Other name(s)		
Previous name(s)		
Date changed		
Telephone		
Work	Fax	

#### Organisation Address Details

Address type

☐ Business

☐ Residential

☐ Other

Address	
Email address	

Postal address (if different to above)


Names and addresses of multiple franchises (for enquiry purposes only)


#### Office use only

User Id		User password
Org Id		DOH
		Cease date

Name of bank account		
BSB No	Account number	