



DDR Service Agreement

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

DDR's

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time. The DDR will be processed in the event that the Income Tax refund amount returned to our CBA Trust Account following lodging of your Tax Return is insufficient to cover the advance provided today plus payment of our Preparation Fee, or if the Invoice provided to me when my Tax Return was prepared and signed by me remains unpaid for 21 days. The amount of shortfall or the value of the unpaid Invoice will be Direct Debited to your nominated Bank Account or Credit Card in accordance with the DDR Authority signed by you.

Changing your DDR Authority

We will provide you with 14 days notice if we wish to change any of the details on which the basis of your DDR Authority is processed (For example – if we change the day of processing or the date on which the amount of your DDR is calculated).

Stopping or Cancelling your DDR

You may stop, cancel, alter or defer your DDR at any time, by contacting your Bank or by providing at least 7 Business Days written notification to:-

The Manager
ITR (Qld) Pty Ltd
P.O. Box 1160
Beenleigh, Qld 4207
Or telephone us on 07 3804 7575

Alternatively you may request a stop or cancellation by contacting your bank.

DDR Dispute Resolution

If you wish to dispute any DDR transaction we have processed please contact us in writing at:-

The Manager
ITR (Qld) Pty Ltd
P.O. Box 1160
Beenleigh, Qld 4207

Or telephone us on (07) 3804 7575

Alternatively you may dispute a DDR transaction by contacting Suncorp. If we fail to resolve any dispute you raise with us and you wish to make a formal claim you should contact the financial institution that holds your account and lodge with them a DDR Customer Claim form.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you. If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim. If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

Non Business Days

If your DDR falls due on a weekend or public holiday we will process it on the next working day.

Returned or Dishonoured DDR's

If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to recover any additional costs resulting from this dishonour.

Clear Funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

Your Records

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

Your Account

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts.

You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

If you wish to make inquiries about your DDR

You can contact us by writing to:-

The Manager
ITR (Qld) Pty Ltd
P.O. Box 1160
Beenleigh, Qld 4207
Or telephone us on 07 3804 7575

