

## Update RevNet Bank Account

Use this application to:

- ▶ add a new/additional bank account for RevNet Electronic Payment Authority (EPA) transactions; and/or
- ▶ delete an existing bank account currently used for EPA transactions via RevNet.

Complete the applicable sections of this application and submit to RevenueSA (contact details at the bottom of this application). Please allow two weeks for this application to be processed.

*Note: if more than one account is required to be added/deleted, please complete an additional form.*

### APPLICANT DETAILS

**Client Name**

**RevenueSA Client No.**  
*(if currently a RevenueSA Client)*

**ABN**

**Email**

**Telephone**

### ADD REVNET BANK ACCOUNT

**Name of Financial Institution:**

**Branch:**

**BSB No:**

 -  this **must** be six (6) digits.

**Account No:**

 **cannot** be more than nine (9) characters

**Account Name:**

**Note:** Please ensure the account and BSB numbers that you are providing are correct. Direct Debiting is not available on a range of accounts. If in doubt, please check with your financial institution.

**Account Description:**

 **cannot** be more than eight (8) characters

**Note:** The account description will be displayed in RevNet to identify the bank account. For example, if you bank with the CBA and elect to pay from your trust account your account description could be CBATRUST.

**Your bank account number will not be displayed in RevNet for security reasons. Your account details (e.g. BSB, A/C no.) will not be transferred across the internet.**

### DELETE REVNET BANK ACCOUNT

**Note:** if an account is not nominated for removal, your existing account will remain active in RevNet.

**Name of Financial Institution:**

**Branch:**

**BSB No:**

 -  this **must** be six (6) digits.

**Account No:**

 **cannot** be more than nine (9) characters

**Account Name:**

### Further Information

**Location** RevenueSA  
State Administration Centre  
200 Victoria Square East  
ADELAIDE SA 5000

**Postal** RevNet Assistance  
RevenueSA  
GPO Box 1353  
ADELAIDE SA 5001

**Telephone** (08) 8207 2333  
**Facsimile** (08) 8226 3805  
**Email** revnet@sa.gov.au  
**Website** www.revenuesa.sa.gov.au

## AUTHORISATION

On behalf of the Applicant, I;

- ▶ authorise this direct debit request, whereby **RevenueSA, User ID No. 77423** will debit RevNet initiated payments from the bank account identified above through the Bulk Electronic Clearing System (BECS).
- ▶ acknowledge and agree to abide by the **Direct Debit Service Agreement** enclosed.

*To be signed by the authorised account signatory/ies*

**Full Name**

**Telephone**

**Position Held**

**Signature**

**Date**

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

This is your Direct Debit Service Agreement with RevenueSA. It explains what your obligations are when entering into an Electronic Payment Authorisation (EPA). It also details what our obligations are to you as your Electronic Payment Authorisation provider. Please keep this agreement for future reference.

### Debiting your account:

- You will be deemed to have given approval to debit the nominated financial institution account upon authorising an amount via RevNet.
- RevenueSA cannot and will not independently debit the nominated account for any other amount than that authorised by the user.
- If the payment authorised via RevNet is not on a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

### Amendments by you

- An EPA remains in force until it is cancelled. If you wish to cancel, contact RevenueSA on the contact details listed below (under disputes).
- If you wish to stop any individual payment, you must notify RevenueSA via email within the same business day you authorised the payment. If the payment is not authorised on a business day, contact RevenueSA on the following business day.
- If you change your account and want to continue using EPA, you will need to complete a new Electronic Payment Authorisation (EPA) form. You can obtain an EPA form from RevenueSA or it can be downloaded from our Internet site: [www.revenuesa.sa.gov.au/forms/revsaddr.pdf](http://www.revenuesa.sa.gov.au/forms/revsaddr.pdf)

### Amendments by RevenueSA

- We may vary any details of this agreement or the Electronic Payment Authorisation at any time by giving you at least fourteen (14) days written notice.
- The current version of this agreement and Electronic Payment Authorisation is available from our Internet site: [www.revenuesa.sa.gov.au](http://www.revenuesa.sa.gov.au)

### Your obligations

- It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the authorised amount via RevNet.
- If there are insufficient clear funds in your account to meet a debit payment:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or charges imposed or incurred by us; and
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- You should check your account statement to verify that the amounts debited from your account are correct.

### Disputes

- If you believe that there has been an error in debiting your account, you should notify RevenueSA in writing on the contact details listed below:

Post: RevenueSA, GPO Box 1353, ADELAIDE SA 5001  
Email: [revnet@sa.gov.au](mailto:revnet@sa.gov.au)  
Fax: 08 8226 3805

or by telephoning RevenueSA on (08) 8207 2333 during business hours, telephone enquiries will need to be accompanied with a written request for investigation purposes.

- If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.
- We will make every attempt to ensure that payment disputes are resolved within three (3) business days.
- Alternatively you can take it up directly with your financial institution.

### Accounts

- You should check:
  - (a) with your financial institution whether direct debiting through Bulk Electronic Clearing System (BECS) is available from your account as this may not be available on all accounts;
  - (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
  - (c) with your financial institution before completing the Electronic Payment Authorisation if you have any queries about how to complete it.

### 6. Confidentiality

- We will keep any information (including your account details) in your Electronic Payment Authorisation confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- We will only disclose information that we have about you:
  - (a) to the extent specifically required by law; or
  - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).