

Terms and conditions

What you need to know about the terms and conditions of a direct debit account

General responsibilities

- Make sure all information that you give to us is correct, complete and kept current
- Use our service in a responsible way
- Follow all policies applying to your use of our services and any instructions we provide about using them.

Fees and charges

Please refer to our [Fee Schedule](#) for Online Services. Any charges for services will be detailed in a message giving you the option to enter your reference for the transaction and **Pay Now**, or **Exit** without completing the transaction.

You are responsible for the payment of services we provide for you under your account, no matter who uses it.

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User ID (Logon) and passwords

You are responsible for keeping your User ID (Logon) and password confidential. This account allows you to establish User IDs and passwords for as many of your staff as you determine who require access. We may assume that any request or instruction we receive is authorised by you if it is accompanied by suitable verification (for example your User ID and password are entered successfully to obtain services).

Depending on the setting you have chosen for your User ID, you may be prompted to change your password after a set number of days. The password must consist of seven alphanumeric characters including at least one alphabetic and one numeric character. No spaces or punctuation can be used and passwords are case sensitive.

Direct debit

If your organisation is currently a customer, you do not need to complete the online registration. Your organisation should have a Global Administrator for our site who can create your User ID. Please contact them in the first instance. If you do not know who your Global Administrator is, please call us during business hours (8.30am-5pm weekdays) on **Freephone 0508 633 222**.

If this is your organisation's first account with us, please complete the online registration. A letter will be emailed to you detailing payment arrangements along with a Direct Debit Authority Form. Please complete and post us the original Direct Debit Authority Form to activate your account. We may perform a credit check on your organisation through a credit reference agency.

Payment is by automatic direct debit from your organisation's account on approximately the 20th of the month following the month invoiced.

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Invoices

At the beginning of each month, each registered organisation is sent an invoice detailing all services used during the previous month. The invoices and other notices will be sent to the last physical or electronic address you have given us. We, and anyone to whom we have assigned the amounts you owe us, can assume any bill or notice sent by physical post has been delivered five days after it is posted. Any invoice or notice sent electronically has been delivered on sending unless we receive a "Failed to Deliver" message.

If you do not supply an email address for invoice then a copy of your invoice will be available online. All customers have access to a data file of their transactions online through the administrator's logon. The invoice lists transactions are sorted by day and time of transaction then grouped by each registered user in the organisation. Each transaction on the invoice gives details of the request, including any reference entered by the user at the time of the transaction.

Please call the contact number or email the address displayed on your invoice if you think there is a mistake. The item(s) will be investigated for you. Items identified as incorrect will be credited to your account. The credit will reduce the amount to be direct debited where the query has been received prior to the 20th of the month. Queries after the 20th will be credited to the customer account reducing the subsequent months invoice amount.

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Non payment

If the direct debit payment is not successful for an invoice on the due date:

First month of dishonour

You will be contacted to make payment immediately.

Second month of dishonour

Your customer account will be restricted to credit card payments only and advised that further action may be taken.

If payment is still not received:

The amount may be forwarded to a debt collection agency. You may be required to pay any costs that are incurred in recovering the money you owe. Services we provide to you will be restricted.

Further action will be taken in the following circumstances for non-payment:

- Motor Vehicle Traders Registration - action will be taken to cancel the motor trader's registration.
- Radio Spectrum Management – action will be taken to revoke radio licence.
- Companies Office - action will be taken to remove the company from the register.

Changes in the terms and conditions

We reserve the right to update or revise these Terms and Conditions at our discretion.

Email address

We will not disclose your email to third parties. The email address you supply however may be used to update you with information regarding services provided on the Ministry of Economic Development's websites.

Ending the agreement

Either party may end the agreement by notifying the other party. If either party end the agreement during the billing period or there are outstanding amounts these remain payable.

If you want to end the entire agreement you have with us, please write to us with your details at:

Ministry of Economic Development
Private Bag 92513
Wellesley Street
Auckland 1141
Attention: Revenue Unit