Frequently asked questions

One Month Renewals

What is the one month renewal direct debit payment option?

This payment option enables participants to renew the vehicle licence of their nominated vehicle on a monthly basis by direct debit from a nominated bank account.

Who can apply for one month renewals by direct debit?

To apply for one month renewals by direct debit, you must have:

- an active individual DoTDirect account;
- a unique email address (not in use by another DoTDirect account);
- a nominated bank account for payments to be deducted from;
- agreed to the Direct Debit Request and the Direct Debit Request Service Agreement; and
- a nominated eligible vehicle, of which you are the vehicle licence holder with more than 28 days remaining on the current vehicle licence.

The requirement for 28 days will allow sufficient time before a vehicle licence expires to notify the licence holder if a direct debit payment cannot be processed. If a vehicle has less than 28 days before the licence expires, the vehicle licence must be renewed for at least a three month period before registering for this payment option.

The digital billing email address and nominated bank account will apply to all your nominated vehicles on the one month renewal direct debit payment option.

What vehicles are eligible for the one month renewal by direct debit?

One month renewals are limited to light vehicles with a gross vehicle mass (GVM) of 4.5 tonnes or less, such as sedans, wagons, utilities, vans, panel vans and motorcycles including:

- Vehicles in receipt of a vehicle licence charge exemption due to the following eligibility.
  - Vehicles owned by those on the maximum rate of pension and in receipt of the carer's payment, disability support pension or those determined to have permanent blindness.
  - Holders of a Veteran Card (Gold) printed with TPI or EDA.
  - Veterans assessed at 60 or more impairment points.
  - Those in receipt of Department of Veteran Affairs (DVA) special rate of disability pension under the *Military Rehabilitation and Compensation Act 2004* (MCRA) or *Veterans Entitlement Act 1986* (VEA).

or

- Vehicles in receipt of a vehicle licence charge concession due to the following eligibility.
  - Vehicles owned by those with a pensioner concession card issued by Centerlink or DVA or a Commonwealth Seniors Health Care (CSHC) Card together with a Seniors Card.

What vehicles are <u>not</u> eligible for one month renewals by direct debit?

- Vehicles that do not have more than 28 days remaining on the current licence.
- Vehicles licensed in the name of an organisation.
- Heavy vehicles (those with a GVM over 4.5 tonnes).
- Trailers, including semi-trailers.
- Caravans or mobile homes.
- Mopeds.
- Class B and C vehicles.

- Vehicles in receipt of a vehicle licence charge exemption (excluding the exemptions listed in the previous paragraph).
- Vehicles in receipt of a vehicle licence charge concession (excluding the concessions listed in the previous paragraph).
- Vehicles which must be inspected prior to renewal in accordance with the *Road Traffic (Vehicles) Inspection Order 2022* (including without limitation, taxis, buses, PTVs, and driving instructor vehicles).
- Vehicles with an active 3(a) - 3(g) insurance class.
- Vehicles that are subject to conditions that would prevent the renewal of the vehicle licence, for example, but not limited to the following:
  - vehicles where the vehicle licence is recorded as suspended or cancelled.
  - vehicles with unpaid transfer fees.
  - vehicles recorded on the written-off vehicle register.
  - vehicles or vehicle identification numbers (VINs) /chassis numbers which are recorded as stolen.

Can I pay other renewal periods by direct debit?

No, vehicle licence renewals cannot be paid for 3 months, 6 months or 12 months by direct debit.

Can I pay for a one month vehicle licence renewal over the counter or on the phone?

No, the one month vehicle licence period is only available to those vehicles and licence holders that are eligible and have elected to make payments via the direct debit payment option available through DotDirect.

How are the vehicle licence fees calculated for one month renewals?

The vehicle licence fee for a monthly renewal is calculated at one-twelfth of the fee payable for a 12 month vehicle licence (rounded to the nearest 5 cents), pro rata Motor Injury Insurance (MII) including GST, insurance duty and a reduced recording fee of $1.75 per direct debit payment.

The current light vehicle licence fees, recording fees and MII fees are available to view on the www.transport.wa.gov.au website.

Will I still receive a Vehicle Licence and Motor Injury Insurance Policy (renewal notice) if I am paying by direct debit?

Yes, 28 days prior to the expiry date of a nominated vehicle, Department of Transport and Major Infrastructure (DTMI) will email a digital copy of the one month Vehicle Licence and MII Policy renewal notice advising of the debit date and amount.

When will payments be withdrawn from my account?

A direct debit payment will be attempted approximately 23 days prior to the vehicle licence expiry date. When DTMI receives notification from a customer's financial institution that the payment is successful, the vehicle licence will be renewed, and the customer will be emailed a receipt detailing the new vehicle licence expiry date.

What happens if the payment isn't successful?

If DTMI receives notification from a customer's financial institution that the payment was unsuccessful, an email will be sent to the customer advising that the payment has failed, and that DTMI will make a second direct debit attempt within five business days.

If the second direct debit payment attempt is successful the vehicle licence will be renewed, and the customer will be emailed a receipt detailing the new vehicle licence expiry date.

How many times will DTMI attempt to withdraw a payment?

If the second direct debit payment attempt is unsuccessful for any reason whatsoever, an email will be sent to the customer advising that:

- the Direct Debit agreement for the nominated vehicle has been cancelled.
- the payment options are now restricted to 3 months, 6 months, or 12 months vehicle licence renewal options.

This message will be sent approximately 14 days prior to the vehicle licence expiry date. A renewal notice will also

be generated and sent to the customer based on their existing billing preference.

Can I change my bank account, or my email address linked to my direct debit?

You may wish to amend the Direct Debit Request at any time by logging into your DoTDirect online account and:

- providing a new nominated bank account number; or
- providing a new email address for digital billing and notification.

Amendments should be made no later than two business days before the debit date for your vehicle licence to allow time for the changes to take effect. Any changes you make to the Direct Debit Request will apply to all your nominated vehicles on the direct debit payment option.

How do I cancel my direct debit agreement?

You can log into your DoTDirect account and cancel your direct debit request service agreement at any time, or you can arrange it through your financial institution. A minimum of two business days notice, prior to the debit date is required to ensure there is sufficient time for these changes to take effect.

If selling a vehicle that is registered for the direct debit payment option, the direct debit request service agreement should be cancelled prior to transferring the vehicle to stop further direct debit payments.

If you stop or cancel your direct debit authority and you wish to renew your vehicle licence, a vehicle licence renewal will be generated and sent to you with the options of making a 12 month, 6 month or 3 month payment.

Can DTMI cancel my direct debit agreement?

DTMI will cancel a customer's direct debit request service agreement if:

- the customer fails to have sufficient funds in the nominated account on two consecutive occasions.
- a customer's vehicle becomes ineligible for registration (for example, due to becoming defected or having outstanding fines).
- a customer's vehicle no longer meets the eligibility requirements.
- a customer's vehicle licence is cancelled.
- the customer no longer owns the vehicle.

What do I do if I think there has been an error?

If you believe there has been an error in debiting your account, you should refer the query directly to your financial institution or you can notify DTMI directly by phone so that we can investigate and resolve your query as quickly as possible.

If your account has been incorrectly debited, DTMI will arrange for your vehicle licence renewal to be adjusted accordingly and advise you in writing of the outcome.

If your account wasn't incorrectly debited, DTMI will provide you reasons and advise you of the outcome in writing.

Contact details

Telephone:	13 11 56 Monday to Friday, 7am to 6 pm WST
Email:	contact.centre@transport.wa.gov.au
Post:	Department of Transport and Major Infrastructure Driver and Vehicle Services GPO Box R1290, Perth WA 6844