

**APPLICATION TO DISPUTE**

**UNWANTED ALARM ACTIVATION INVOICE**

**QUEENSLAND FIRE AND EMERGENCY SERVICES**

SPECIALISTS IN ALARM SERVICES

**Information for Customers**

The Queensland Fire and Emergency Services (QFES) has introduced a new standardised process for customers who are disputing an unwanted alarm activation charge.

If you believe you have been incorrectly charged for an unwanted alarm activation at your monitored premises, please complete the below application and submit along with any supporting documentation to QFES within 60 days from the invoice date that appears on the invoice.

* All requests **must** be submitted via the ‘Application to Dispute Unwanted Alarm Activation Invoice’ form.
* Applications **must** be submitted by the Account Holder/Owner. Under the *Privacy Act 2009*, QFES cannot discuss or provide account details to third parties.
* All sections of the form **must** be completed.
* A scanned version of the onsite Routine Service Record in accordance with AS1851 **must** be provided (previous 6 months minimum).
* Evidence and accompanying documentation **must** be provided where relevant.

**Economic Hardship Information**

Payment options, such as payment plans or deferred payments are available.

For more information, please contact Financial Operations.

Email: FinancialOperations@psba.qld.gov.au

Phone: 07 3145 3701

**Submitting the Application**

Once completed, application forms should be saved as a PDF and emailed to

Specialists in Alarm Services at QFES.Alarms@qfes.qld.gov.au

Applications will be investigated by QFES and you will be contacted via email once a decision has been made.

Any queries about the new process can be directed to:

**Phone:** 1800 449 992 **Email:** QFES.Alarms@qfes.qld.gov.au



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| **SECTION 1: APPLICANT DETAILS** |
| **Applicant Name** |  |
| **Relation to the Premises** | [ ]  Premises Owner [ ]  Property Manager [ ]  Other *(Please Specify)* |
| **Postal Address** |  |
| **Contact Phone** |  |
| **Email Address** |  |
| **SECTION 2: PREMISES DETAILS** |
| **Premises Name** |  |
| **Premises Address** |  |
| **Customer Number** |  | **FCA Number** |  |
| **SECTION 3: REASON FOR APPLICATION** |
| **Invoice Number/s** |  | **Invoice Date** |    /    /      |
| The above invoice/s are being disputed due to; *(please tick applicable)*[ ]  Severe weather conditions (relevant evidence, weather reports, proof of damage provided) [ ]  Malicious activity (evidence of such activity attached) [ ]  Technical fault conditions (relevant evidence, technician reports, invoices, service logs attached) [ ]  Mains pressure surge (relevant evidence from Council or Urban Utilities attached)[ ]  Other Reasons for dispute: |

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| **SECTION 4: SUPPORTING DOCUMENTATION** |
| Please list document names of all attached documentation below:      |
| **SECTION 5: APPLICANT DECLARATION** |
| This application is to be submitted along with any supporting documentation to QFES within 60 days from the invoice date that appears on the invoice.  |
| [ ]  I hereby submit the Application to Dispute Unwanted Alarm Activation Invoice form and certify that all the information supplied in the application is true and correct. |
| **Applicant Name** |  |
| **Signature** |  | **Date** |    /    /      |

**Privacy Policy:** This information is being collected for the purposes of administering the provision of fire and emergency services in Queensland, including the management of fire alarm monitoring services. It may be disclosed to partnering agencies of QFES for the purpose of providing fire alarm monitoring services. For more information on the privacy policy, please go to [http://www.qld.gov.au/legal/privacy/.](http://www.qld.gov.au/legal/privacy/)