



Dear Billing Customer,

Please be advised Queensland Fire and Emergency Services (QFES) has recently received a request for QFES services relating to building approvals e.g. assessment, inspection or meeting. Fees for these services will be charged in accordance with the *Fire and Emergency Services Act 1990* and the *Building Fire Safety Regulation 2008*.

As you have been nominated as the Billing Customer, this letter outlines important information regarding the fees for QFES services.

In lodging the request your agent has accepted on your behalf that you will pay to QFES the fees and charges prescribed for the identified services by a payment method accepted by QFES.

Additionally, if the Billing Customer does not pay the bill by the date the payment is due, QFES may:

- (a) Charge the Billing Customer a late fee;
- (b) Engage a mercantile agent to recover the money the Billing Customer owes to QFES. If QFES engage a mercantile agent, QFES may charge the Billing Customer a recovery fee;
- (c) Institute legal proceedings against the Billing Customer to recover the money the Billing Customer owes QFES. If QFES institute legal proceedings, QFES may seek to recover reasonable legal costs.

Please note that all invoices are payable by you, as the Billing Customer, unless QFES receives written correspondence advising a change from the arrangements submitted on the request.

All invoices outstanding and issued henceforth will be done so to the nominated Billing Customer.

See <https://www.qfes.qld.gov.au> for further information on QFES fees and charges.