

Direct Debit Request Service Agreement



Australian Power & Gas Pty Ltd
ABN 26 118 609 813

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Melbourne Vic 3001
Customer Service Telephone: 133 298
www.australianpowerandgas.com.au

1.0 What is Direct Debit?

Direct Debit is a payment arrangement that automatically deducts money from your nominated bank account to pay for regular bills such as your energy account. Direct Debit through Bulk Electronic Clearing System is not available on all accounts.

2.0 How does it work?

By signing the Direct Debit Request, you have requested and authorised us to debit your nominated account when payments become due to us for services we have provided. Your nominated account will be debited on the due date of each energy account. If your energy account is due on a day that is Saturday, Sunday or a public holiday (including bank holidays), then it will be due on the next day that your bank opens for business. If you are unsure as to when the debit will be processed to your nominated account, you should contact your bank or financial institution.

3.0 What is a nominated account?

The Direct Debit Request allows you to have your payment debited from a bank, credit union or building society account. You should check your account details against your account statements issued by your bank or financial institution. To set up direct payments from your credit card (American Express, Visa or Mastercard) with EnergyPay Direct™, go to our secure site at www.australianpowerandgas.com.au/pay and follow the prompts.

4.0 How will I know when my nominated account will be debited?

We will still send you your energy accounts through the post. Each account will advise you of the Due Date. This is the date the payment will be debited from your nominated account.

5.0 How can I change or cancel my direct debit authorisation?

Simply call us on 133 298, email enquiries@australianpowerandgas.com.au or write to us at the address at the top of this form. You are able to request deferment of, or alteration to, any of the debit arrangements, if you advise us at least 3 business days prior to the Due Date of your account. You may also stop any Debit item, or suspend or cancel this Direct Debit Request. Requests such as these must be provided in writing.

6.0 How can I change my Direct Debit arrangements?

From time to time we may wish to alter your Direct Debit arrangements. These changes may include altering the withdrawal date, stopping an individual withdrawal, changing the withdrawal frequency date and other changes to the terms. We will provide you with written notice of least 14 days ahead of these changes taking place. If you do not accept these changes you may cancel the Direct Debit Request, in line with 5.0 above.

7.0 What happens if my account has insufficient funds?

If the withdrawal is declined by your bank or financial institution you are responsible for payment of any fees issued by your bank or financial institution. We will send you a notice requesting immediate payment and have the right to cancel this agreement by providing written notice if a withdrawal is declined on two consecutive occasions. We may also charge you, and you will be liable for, any fees and charges incurred by us as a result of a withdrawal declined by your bank or financial institution, which will be detailed in a subsequent energy account.

8.0 Your responsibilities

- 8.1 You must ensure that your nominated account can accept Direct Debits through the Bulk Electronic Clearing System.
- 8.2 You must ensure that the account details you have provided are correct. You are advised to check with your financial institution your account details before completing this Direct Debit Request.
- 8.3 You must ensure you have sufficient clear funds available in the nominated account by the due date to allow payment of your energy account.

9.0 Your right to privacy

We will only use your personal information including your bank account details in accordance with our privacy policy which is available at www.australianpowerandgas.com.au or by calling us on 133 298.

10.0 What if your withdrawal is incorrect?

If you believe there has been an error with your Direct Debit arrangement, please contact us on 133 298 and we will seek to resolve your query. If we are unable to find a resolution you can refer the matter to your Financial Institution. Your Financial Institution may require your records and account details to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit. If we are unable to substantiate the reason for a withdrawal, you will be entitled to a refund of the amount withdrawn.