



Enquiries	131 806
Email	enquiries@redenergy.com.au
Website	redenergy.com.au

Simply fill in the form and return to: **Red Energy, Reply Paid 4136, East Richmond, Vic 3121.** No stamp required. This form cannot be faxed.

Red Energy Customer Number (if known)

1. Your Details

Name

Address

Suburb State Postcode

Phone email

2. Payment Options

Full Account Payment
The Total Amount due with discount shown on bill.

OR **Nominated EvenPay™ Amount**
As agreed with Red Energy.
Weekly or Fortnightly payments not available by credit card.

3. Account Details

Pay by Bank Account
Please check your details against a recent account statement.

Name of Financial Institution/Bank

Name(s) of account to be debited (the nominated account)

Branch

BSB

Account Number

OR **Pay by Credit Card**

Credit Card type
 VISA Bankcard Mastercard

Name on Credit Card

Credit Card Number

Expiry Date / /

4. Authorisation

I/ We request and authorise Red Energy Pty. Limited ABN 60 107 479 372 (User ID no. 251560) to arrange for: a) if the full account payment option is selected, any amount that Red Energy may debit or charge me; or b) if the nominated EvenPay amount option is selected, the amount agreed with Red Energy to be debited from my/our account at the financial institution/ credit card issuer identified above. If the "Pay by Bank Account" option is selected, my/our account will be debited through the Bulk Electronic Clearing System and this authority remains in force in accordance with the Direct Debit Request Service Agreement set out below.

Signature _____ Date ____/____/____

By signing this form, you warrant that you are an authorised signatory to the bank or credit card account nominated above. If your nominated bank account requires more than one person to sign, all account holders must complete and sign this form. If you are signing on behalf of a company, you warrant that you have the authority to enter into this agreement for and on behalf of that company.

5. Direct Debit Service Request Agreement

A. We will advise you in writing of the details of the Direct Debit Drawing arrangement (rates, frequency, commencement date) prior to the first drawing. **B.** If the due date is a non business day, we will draw the amount on the next business day. If you are unsure about which day your nominated account has or will be debited, you should contact your financial institution. **C.** We will give you at least 14 days notice in writing of any changes to the terms of the arrangement including any changes to the nominated amount. **D.** We reserve the right to cancel the Direct Debit arrangement if two or more drawings are returned unpaid. **E.** You can request that the next scheduled drawing be deferred, altered or stopped by giving us at least 2 business days notice prior to the next scheduled drawing. You may also stop a scheduled drawing by contacting your financial institution. **F.** We will keep your records and nominated account details confidential. We will only disclose this information to the extent required by law or for the purposes of this agreement (for example, we may be required to provide information to our bankers in connection with a claim or query made by you). **G.** Our liability to you for any losses suffered by you as a result of an act or omission by us is limited to debiting your nominated account correctly and refunding you any amounts if necessary. **H.** You may vary or terminate this Direct Debit arrangement by giving us at least 5 days prior notice. You may also contact your financial institution if you wish to terminate this Direct Debit arrangement. After cancellation, your payments must be made in accordance with our supply and sale agreement.

5. Direct Debit Service Request Agreement (continued)

I. If a drawing is returned unpaid, we may reverse any related payment to your account and request that you find an alternative method of payment. We may charge you a fee for any drawing dishonoured by your financial institution.

J. It is your responsibility to ensure that you have sufficient cleared funds in your nominated account to meet a drawing on its due date. You must arrange with us a suitable payment alternative if your nominated account is transferred or closed.

K. You should check with your financial institution that direct debiting is available on your nominated account as direct debit is not available on all accounts offered by financial institutions. You should also check the details of your nominated account against a recent account statement. If you are unsure of these details, please check with your financial institution.

L. In the event that you disagree with any debit made under this arrangement with us, please contact us immediately. We will investigate your claim and will immediately refund you any amount which we determine we have incorrectly deducted. If you are unhappy with the outcome of our investigation, you may also contact your financial institution. **M.** You may contact us on 131 806 or write to us at PO Box 4136, 2 William Street, East Richmond 3121. **N.** In this agreement, a term defined in the Red Energy Direct Debit Request has the same meaning in this agreement and "we", "us" or "our" means Red Energy Pty. Limited ABN 60 107 479 372