

Direct debit helps you pay bills in no time



Direct debit request

Print and complete this form and return to Red Energy, PO Box 4136, East Richmond Vic 3121, alternatively you can complete the online form. Unfortunately, this form can't be faxed or emailed.

T 131 806
E info@redenergy.com.au
W redenergy.com.au

1. Red Energy customer number

(You will find this at the top of your bill, it will be 6 or 7 digits)

Electricity Gas Both

2. Your details

Title _____ First Name _____ Surname _____

Address _____ State _____ Postcode _____

Contact Tel _____ Mob _____ Email _____

3. Account details

(a) 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 (b) Pay by Credit Card

Credit Card type

VISA Mastercard AMEX

Name on Credit Card _____

Credit Card number

Expiry Date /

4. Payment options

(a) Full Account Payment

The Total Amount due with discount shown on bill (if applicable).

Commencement Date ___/___/___

(Please allow 10 business days from receipt of form)

or (b) Nominated EvenPay™ Amount

Please call Red Energy on 131 806 to discuss your instalment options.

5. Authorisation

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 in this brochure.

Please Print Name _____

Signed _____ Date ___/___/___

If you're a Residential Customer, by signing this form, you warrant that you are an authorised signatory to the bank or credit card account nominated above. If you're a Business Customer or Corporate Customer, by signing this form, you warrant that you are authorised to initiate direct debit with the details provided. 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.



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.
- 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, East Richmond, VIC 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.