



# Direct Debit Request form



## Your details

First Name:	<input type="text"/>	Company:	<input type="text"/>
Last Name:	<input type="text"/>	ABN or ACN:	<input type="text"/>
Mobile:	<input type="text"/>	Email:	<input type="text"/>

## Your account

Account number: (if applicable)

## Supply Address

Premise type:  Flat  Apartment  Unit  Premise Number (if applicable)

Street Number:

Street Name:

Suburb:  State:  Postcode:

## Method of payment - please choose one

**Credit card** (we accept AMEX, VISA and MasterCard)

Card Number:  Expiry:

**Direct debit**

Name of Bank or Financial Institution:  BSB:

Account Name:  Account No:

## Acknowledgement

I/we authorise and request Click Energy Pty Ltd to debit my/our account (details provided above) with any amounts that may from time to time become payable for my/our energy bill through the Bulk Electronic Clearing System (BECS).

I/we acknowledge that I/we have read and understood the terms and conditions set out in the *Direct debit request* Service Agreement and in this *Direct debit request*.

I/we authorise my/our bank or financial institution to provide Click Energy Pty Ltd any information it may reasonably require to effect this *Direct debit request*.

Please note: If you have a joint account, all signatures may be required.

SIGNATURE	<input type="text"/>	DATE	<input type="text"/>
SIGNATURE	<input type="text"/>	DATE	<input type="text"/>

# DIRECT DEBIT REQUEST SERVICE AGREEMENT

## Definitions

**account** means the **account** held at your financial institution from which **we** are authorised to arrange for funds to be debited.

**agreement** means this *Direct debit request Service Agreement* between **you** and **us**.

**business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by **you** to **us** is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the *Direct debit request* between **us** and **you**.

**us** or **we** means Click Energy Pty. Ltd. (A.C.N. 116 567 492), which **you** have authorised by signing a *direct debit request*.

**you** means the customer who signed the *direct debit request*.

your financial institution is the financial institution where **you** hold the **account** that **you** have authorised **us** to arrange to debit.

## 1. Debiting your account

1.1 By signing a *direct debit request*, **you** have authorised **us** to arrange for **account** funds to be debited from your **account**. **You** should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between **us** and **you**.

1.2 **We** will only arrange for funds to be debited to your **account** as authorised in the *direct debit request*.

1.3 If the **debit day** falls on a day that is not a business day, **we** may direct your financial institution to debit your **account** on the next business day. If **you** are unsure about which day your **account** has or will be debited, **you** should ask your financial institution.

## 2. Changes by us

2.1 **We** may vary any details of this *agreement* or a *direct debit request* at any time by giving **you** at least fourteen (14) days' written notice.

## 3. Changes by you

3.1 Subject to 3.2 and 3.3, **you** may change the arrangement under a *direct debit request* by contacting **us** on 1800 77 59 29.

3.2 If **you** wish to stop or defer a **debit payment**, **you** must notify **us** in writing at least fourteen (14) days before the next **debit day**. This notice should be given to **us** in the first instance.

3.3 **You** may also cancel your authority for **us** to debit your **account** at any time by giving **us** fourteen (14) days' notice in writing before the next **debit day**. This notice should be given to **us** in the first instance.

## 4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your **account** to allow a **debit payment** to be made in accordance with the *direct debit request*.

4.2 If there are insufficient clear funds in your **account** to meet a **debit payment**:

- you** may be charged a fee and/or interest by your financial institution;
- you** may also incur fees or charges imposed or incurred by **us**; and
- you** must arrange for the **debit payment** to be made by another method or arrange for sufficient clear funds to be in your **account** by an agreed time so that **we** can process the **debit payment**.

4.3 **You** should check your **account** statement to verify that the amounts debited from your **account** are correct.

4.4 If **we** are liable to pay goods and services tax (GST) on a supply made by **us** in connection with this *agreement*, then **you** agree to pay **us** on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

## 5. Dispute

5.1 If **you** believe there has been an error in debiting your **account**, **you** should notify **us** directly on 1800 77 59 29 and confirm that notice in writing with **us** as soon as possible so that **we** can resolve your query more quickly.

5.2 If **we** conclude as a result of our investigations that your **account** has been incorrectly debited **we** will respond to your query by arranging for your financial institution to adjust your **account** (including interest and charges) accordingly. **We** will also notify **you** in writing of the amount by which your **account** has been adjusted.

5.3 If **we** conclude as a result of our investigations that your **account** has not been incorrectly debited **we** will respond to your query by providing **you** with reasons and any evidence for this finding.

5.4 Any queries **you** may have about an error made in debiting your **account** should be directed to **us** in the first instance so that **we** can attempt to resolve the matter between **us** and **you**. If **we** cannot resolve the matter **you** can still refer it to your financial institution which will obtain details from **you** of the disputed transaction and may lodge a claim on your behalf.

## 6. Accounts

**You** should check:

- with your financial institution whether direct debiting is available for your **account** as direct debiting is not available on all accounts offered by financial institutions;
- with your financial institution if additional fees and charges may be incurred by **you** as a result of this *agreement*;
- your **account** details which **you** have provided to **us** are correct by checking them against recent **account** statements;
- with your financial institution before completing the *direct debit request* if **you** have any queries about how to complete the *direct debit request*.

## 7. Confidentiality

7.1 **We** will keep any information (including your **account** details) in your *direct debit request* confidential. **We** will make reasonable efforts to keep any such information that **we** have about **you** secure and to ensure that any of our employees or agents who have access to information about **you** do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 **We** will only disclose information that **we** have about **you**:

- to the extent specifically required by law; or
- for the purpose of this *agreement* (including disclosing information in connection with any query or claim).

## 8. Notice

8.1 If **you** wish to notify **us** in writing about anything relating to this *agreement*, **you** should write to [service@clickenergy.com.au](mailto:service@clickenergy.com.au)

8.2 **We** will notify **you** by sending a notice, at first instance, to the primary email address that **you** have given **us**.

8.3 Any notice will be deemed to have been received one business day after it is emailed.