

# Direct Debit Request & Service Agreement



This form authorises Momentum Energy Pty Ltd (Momentum) to debit due payments from your account.

Please sign and return BOTH SIDES.

Mail to PO Box 353 Flinders Lane Melbourne VIC 8009 Australia

## Account details as shown on your contract

Title \_\_\_\_\_

First name \_\_\_\_\_

Surname \_\_\_\_\_

If a business  
Entity name \_\_\_\_\_

Momentum account number \_\_\_\_\_

Electricity  Gas  Both

## Supply address as shown on your account

Street address \_\_\_\_\_

Suburb/town \_\_\_\_\_

State Postcode \_\_\_\_\_

Billing address \_\_\_\_\_

Tick if as above \_\_\_\_\_

Street address \_\_\_\_\_

Suburb/town \_\_\_\_\_

State \_\_\_\_\_ Postcode \_\_\_\_\_

## Payment Amount

(Please tick) I authorise Momentum Energy to debit the full amount owing on my energy bill.

## Regular payment options

Full account payment

Equal weekly payments Amount \$ \_\_\_\_\_

Equal fortnightly payments Amount \$ \_\_\_\_\_

Equal monthly payments Amount \$ \_\_\_\_\_

## Direct debit start date

Please nominate the date you would like your direct debit arrangement to commence:

Commencement date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## Payment method

Bank account name \_\_\_\_\_

Financial institution \_\_\_\_\_

Branch \_\_\_\_\_

Bsb no.    -

Account no.

## Authorisation

1. I/we authorise and request, user identification number 209293, to debit my/our account through the bulk electronic clearing system, until further notice in writing.
2. I/we authorise Momentum to verify the details of the mentioned account with my/our financial institution.
3. I/we authorise my/our financial institution to release information allowing Momentum to verify the mentioned account details.
4. I/we authorise Momentum to deduct payment, to a maximum of the amount due on my/our bill, on the due date.

This authorisation is to remain in force in accordance with the terms described in the Momentum direct debit service agreement overleaf.

Note: this direct debit arrangement will supersede any prior payment arrangements you may have entered into with Momentum.

## Signed (if joint account, all signatures are required)

Signature \_\_\_\_\_

Full name \_\_\_\_\_

Signature \_\_\_\_\_

Full name \_\_\_\_\_

Agreement date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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# Direct Debit Request & Service Agreement



This agreement outlines Momentum Energy's ("us", "we", "our") our commitment to you as a direct debit customer and your rights and responsibilities throughout the direct debit process.

## Momentum's obligations

1. We will provide you with at least 14 day's notice if any terms of the payment arrangement are to change.
2. Where the date on which we are to debit your bank account falls on a non-working day or public holiday, we will draw the payment on the next business day.
3. We will keep all financial information you provide us private and confidential, only to be disclosed to you.
4. We will deduct payment, to a maximum of the amount due on your bill, on the due date.
5. We will cancel your direct debit if you are no longer a customer of Momentum, after your final Bill is withdrawn.
6. If a last resort event within the meaning of the Regulatory Instruments occurs in respect of us, we will immediately cancel the direct debit and notify you.

## Your rights as a Momentum customer

1. As our customer you may terminate your direct debit payment schedule at any time by calling or writing to us. You must do so (or if you cancel the arrangement through the financial institution you must inform us) at least five working days prior to your next payment date.
2. If at any time you wish to change your bank account or personal details, please advise us in writing at least 5 business days prior to your next due date.
3. You may stop a particular payment or change the amount and/or frequency of your payment schedule by notifying us in writing or by phone at least 5 business days prior to your next due date.
4. If at any time you transfer, close or cancel the nominated account provided to us, you will advise us in writing of the new bank account details.
5. As our customer if you believe that we have drawn on your bank account incorrectly, or there is a discrepancy in a payment amount, please contact us immediately on 1300 662 778 so we can address your query. In the event we cannot substantiate the reason for the drawing you will receive a full refund of the withdrawal amount.

## Your obligations as a Momentum customer

1. You must check your bank account information supplied to Momentum is correct by checking it against a recent statement from your financial institution.
2. If there are insufficient funds available in your bank account on the due date, your financial institution may charge you a fee. Please ensure that a suitable alternative payment method is available to pay your bill.
3. You must contact our customer service team on 1300 662 778 at least 3 working days prior to the due date if there are insufficient funds available in your bank account. Momentum will arrange a new due date for that particular payment period. Fees and charges may apply.
4. You must ensure that your bank account can accept direct debit through the Bulk Electronic Clearing System (BECS). Direct debit through BECS is not available on all accounts.
5. If you terminate your contract with Momentum, any outstanding balances owing by you will be withdrawn from your bank account in the next payment cycle after your notification to terminate your contract.
6. If you are changing your address or moving, you must contact Momentum on 1300 662 778 at least 3 business days beforehand to arrange a final meter read.
7. We may terminate your direct debit arrangement if two consecutive payments are refused by your financial institution. You must then pay your energy bills using another payment option.

## Fees and Charges

1. Momentum will notify you of any returned unpaid transactions, and any applicable fee (plus GST) will be raised against your account.
2. If your bank account has insufficient funds to cover a payment, you are responsible for any costs we incur as a consequence.
3. If you cancel the direct debit, any of the other payment methods described in your contract will apply.