

# Direct Debit Request & Service Agreement

## Current Customer

This form authorises Momentum Energy Pty Ltd (Momentum) to debit due payments from your account. To take advantage of this service return this form via the reply paid envelope provided.

### Account details as shown on your contract

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
If a business  
Entity name \_\_\_\_\_  
Momentum account number \_\_\_\_\_

### 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 \_\_\_\_\_

### Regular payment options

Please select an option below. If one is not chosen, your full account payment will be debited.

- Full account payment
- Equal weekly payments    Amount \$ \_\_\_\_\_
- Equal fortnightly payments    Amount \$ \_\_\_\_\_
- Equal monthly payments    Amount \$ \_\_\_\_\_

### 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. The arrangement may be cancelled through my/our financial institution or Momentum, at my/our option.
5. If I/we cancel the arrangement through the financial institution, I/we must use reasonable endeavours to notify Momentum as soon as practicable after the cancellation.
6. If I/we cancel the arrangement through Momentum, Momentum must use reasonable endeavours to notify the financial institution as soon as practicable after the cancellation.
7. If I/we cancel the arrangement, I/we may pay our bills in person or by mail.
8. If a last resort event occurs in respect of Momentum, Momentum must immediately cancel the direct debit arrangement and notify me/us and the financial institution of the cancellation.

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 \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Please sign and return BOTH SIDES. Mail to PO Box 353 Flinders Lane Melbourne VIC 8009 Australia**

# Direct Debit Request & Service Agreement

## Current Customer

This agreement outlines our commitment to you as a direct debit customer and your rights and responsibilities throughout the direct debit process.

### Momentum's obligations

1. Momentum will provide you with at least 14 days 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. Momentum shall keep all financial information you provide us private and confidential, only to be disclosed to you.
4. We will use reasonable endeavours to notify your financial institution as soon as practicable if you cancel the direct debit with Momentum.
5. Momentum will deduct payment, to a maximum of the amount due on your bill, on the due date.
6. Momentum will cancel your direct debit and notify your financial institution if you are no longer a customer of Momentum.
7. If a last resort event within the meaning of the Regulatory Instruments occurs in respect of Momentum, Momentum will immediately cancel the direct debit and notify you and your financial institution.

### 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 Momentum or your financial institution at least three 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 10 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 Momentum, 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 in your bank account. Momentum will arrange a new due date for that particular payment period.
4. 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. You will use best endeavours to notify Momentum as soon as practicable if you cancel the direct debit through your financial institution.

### 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.

**Please sign and return BOTH SIDES. Mail to PO Box 353 Flinders Lane Melbourne VIC 8009 Australia**