

# Direct Debit Request & Service Agreement

This form authorises Momentum Energy Pty Ltd (Momentum) to debit due payments from your account.  
Please sign and return by 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: \_\_\_\_\_

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

## Billing address Tick if same as above

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

Suburb: \_\_\_\_\_

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

## Payment options

### Pay whole amount each bill:

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

**OR**

### Payment arrangement:

(Please tick) I authorise Momentum to debit my account in accordance with the terms and conditions of my payment arrangement with them,

**OR**

### Make regular payments:

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

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

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

## Direct debit start date

Please nominate the date you'd like your direct debit

arrangement to start: \_\_\_\_/\_\_\_\_/\_\_\_\_

## 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 this account with my/our financial institution.
3. I/we authorise my/our financial institution to release information allowing Momentum to verify my 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, or if I/we have entered into a payment arrangement with Momentum, the amount debited will be in accordance with the terms and conditions of that payment arrangement.

This authorisation will remain, 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.

## Signature (if joint account, all signatures required)

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

Signature: \_\_\_\_\_

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

Signature: \_\_\_\_\_

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

## Direct Debit Request & Service Agreement

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

### Momentum's obligations

1. We'll give you 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'll draw the payment on the next business day. If you're unsure about when your direct debit will be processed, please contact your financial institution.
3. We'll keep all financial information you provide us private and confidential, only to be disclosed to you, except where we need to provide it to our financial institution to facilitate the direct debit, or in connection with a claim of an alleged incorrect direct debit.
4. We'll manage, collect, use and disclose your personal information in accordance with our Privacy Policy which is available on our website.
5. Unless you've agreed to a separate payment arrangement with Momentum, we'll deduct payment, to a maximum of the amount due on your bill, on the due date. If you've agreed to a separate payment arrangement with Momentum, the amount deducted will be in accordance with the terms and conditions of that payment arrangement.
6. We'll cancel your direct debit if you're no longer a customer after your final Bill is withdrawn.
7. If a last resort event within the meaning of the Regulatory Instruments occurs in respect of us, we'll 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 5 business days before 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 before 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 before your next due date.
4. As our customer if you believe we've drawn on your bank account incorrectly, or there's a discrepancy in a payment amount, please call us immediately on 1300 662 778. If we can't substantiate the reason for the drawing you'll receive a full refund of the withdrawal amount.

### Your obligations as a Momentum customer

1. You must check that the bank account information you give us is correct by checking it against a recent statement from your financial institution. If you're not sure how to complete the direct debit request then you should check with your financial institution.
2. If you transfer, close or cancel your nominated account, you must advise us in writing of your new bank account details.
3. If there are insufficient funds in your bank account on the due date, your financial institution may charge you a fee. Please make sure that a suitable alternative payment method is available to pay your bill.
4. You must call our customer service team on 1300 662 778 at least 3 business days before the due date if there are insufficient funds in your bank account. We will arrange a new due date for that particular payment period. Fees and charges may apply.
5. You must ensure your bank account can accept direct debit through the Bulk Electronic Clearing System (BECS). Direct debit through BECS is not available on all accounts.
6. 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.
7. If you're changing your address or moving, you must call us on 1300 662 778 at least 3 business days beforehand to arrange a final meter read.
8. 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. We'll notify you if there are any returned unpaid transactions, and any applicable fee (plus GST) will be raised against your account.
2. If there are insufficient funds in your account to cover a payment, you're 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.