

# Direct Debit Request

**Direct Debit** is the easy, convenient and safe way to pay your invoices



## No surprises with Direct Debit

Please read the Conditions (printed overleaf) and complete this form using **black/blue** ink and print within the boxes in block letters.

Return the completed form to:

**Endeavour Energy Accounts Receivable, PO Box 811, Seven Hills NSW 1730 or email [collections@endeavourenergy.com.au](mailto:collections@endeavourenergy.com.au)**

Once we have received and processed your form and as long as it has been completed correctly, the first direct debit will apply to your next invoices for the account nominated below. Refer to your next statement to confirm if the direct debit has applied.

## Your details

Customer/company name:

Trading name (if applicable):

Address:

State:

Postcode:

Email:

Endeavour Energy account number:

Business hours phone:

Mobile phone:

If you have multiple accounts, please provide a separate form for each account.

## Complete Bank Details and sign below

### Details of bank account to be debited

Name of financial institution:

Address of financial institution:

Name of person or business the bank account is held in:

Branch number (BSB):

Bank account number:

I/We authorise and request Endeavour Energy ABN 11 247 365 823 (User ID 445452) to arrange for any amounts which become payable in relation to the Endeavour Energy account nominated to be debited through the Bulk Electronic Clearing System from the nominated bank account listed above. I/We agree to the terms of the Direct Debit Conditions (printed overleaf).

Sign here:

Date:

**IMPORTANT – Please ensure that all signatures required on the bank account are included**

1. **Direct Debit is not available on all accounts provided by financial institutions.**
2. The information you provide to us will be disclosed to our financial institution and to yours. In most cases, you can access your personal information held by us and you can ask us to correct it if you believe it is incorrect or out of date. We generally do not charge a fee for requests of this nature but we reserve the right to do so.

## Direct Debit Conditions

1. This Agreement sets out the terms on which you have authorised us, Endeavour Energy ABN 11 247 365 823 to arrange for payment of amounts that become payable to your account to be made by deduction from your bank account at your financial institution (Direct Debit Request). Direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all bank accounts. Before you complete the Direct Debit Request, we recommend that you check details of the bank account to be debited against a recent statement from your financial institution. If you are uncertain about any of your bank account details you must check with your financial institution before completing the Direct Debit Request.
2. You will need to complete a new Direct Debit Request if you: move from one property to another, have multiple accounts or require changes to bank account details or ask us to discontinue any Direct Debit Request that is in force.
3. Your Direct Debit Request authorises us to arrange for payment of the amounts due to Endeavour Energy for the service we have provided for you, at the due date of your bill or another date as agreed between us. This authorisation also enables any changes in those amounts, and payment times, to occur automatically - you will not need to complete a new form.
4. We can vary this Agreement at any time after giving you 14 days notice of the changes.
5. You can cancel, vary, defer or suspend the Direct Debit Request; (this also applies to extension of time to pay) or stop or suspend an individual debit from taking place under it, by calling 133 718 for the cost of a local call (in some cases, we will need your written confirmation), but this needs to be arranged seven business days before the next debit date to process your request. If you do not give us at least seven business days notice of your request, or if at the time you make the request any steps have been taken by us or by our or your financial institution towards making the scheduled payment, then we may be unable to stop that payment from taking place. (You may also be able to stop an individual debit or cancel a Direct Debit Request by contacting your own financial institution. You may be liable for financial institution charges if you do this - your financial institution should have information on these).
6. If you cancel, vary, defer or suspend your direct debit arrangements, or stop or suspend an individual debit from taking place under it, you must arrange with Endeavour Energy a suitable alternative payment method for all amounts due to Endeavour Energy for the service it has provided for you.
7. If a due date for a debit falls on a weekend or public holiday the debit will be processed on the next business day.
8. You must ensure that you have sufficient clear funds available in the nominated bank account (if you are paying by direct debit from your bank account) on the due date to permit the payments under the Direct Debit Request. Please check with your financial institution if you are uncertain when the direct debit will be processed from your bank account.
9. If a debit from your nominated bank account is unsuccessful we will not attempt to debit again until the next scheduled debit date.
10. If three or more drawings from your nominated account are unsuccessful, Endeavour Energy may cancel your direct debit arrangements. An alternative payment method for the services provided by Endeavour Energy will need to be arranged.
11. You must notify Endeavour Energy if the nominated account is transferred or closed.
12. Please contact the Customer Service Team on 133 718 if you have any questions about your Direct Debit Request, such as concerns about a debit that we make under it. We will reply to you within seven days.
13. We will keep information about your bank account confidential, except to the extent necessary to administer your direct debit arrangements (which will require that information to be disclosed to our and your financial institution, to resolve any claim you might make relating to a debit which you believe has been made incorrectly, or as otherwise required by law).
14. If you are paying by direct debit from a bank account, please ensure that your financial institution allows direct debits on your nominated account.
15. Your bank account will be debited through the BECS.
16. If any bank fees are incurred by Endeavour Energy from a dishonoured direct debit, these fees may be passed on to you.
17. If your direct debit is for an Endeavour Energy Nightwatch Service. Please refer to your terms and conditions for your service. We can end this Agreement at any time after giving you notice.
18. Where you consider that a debit has been initiated incorrectly, you can contact the Customer Service Team on 133 718 or your financial institution. If you are not happy with our response you can put in a complaint in writing addressed to Endeavour Energy Customer Care, C/- Endeavour Energy, PO Box 811, Seven Hills NSW 1730.
19. In addition to changes we make, this Direct Debit Request is subject to change by both your financial institution and Endeavour Energy's financial institution.
20. Endeavour Energy will treat records and account details relating to this Direct Debit Request in accordance with our Privacy Policy. You can access our Privacy Policy by visiting [www.endeavourenergy.com.au](http://www.endeavourenergy.com.au) or by telephoning the Customer Service Team on 133 718. If a claim is made on our financial institution in relation to an alleged incorrect or wrongful debit, we may be required to disclose this information to our financial institution.
21. If you cancel your Direct Debit Request we will cease to rely on your Direct Debit Request.