

DIRECT DEBIT CREDIT FORM

I/We request People Energy Pty Ltd to arrange for funds to be debited from my/our nominated account at the financial institution as per schedule below. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the Direct Debit Credit Terms and Conditions.

Account Number _____ Customer Name: _____

Address: _____

Phone Number: _____ Email Address: _____

Schedule: Payments will be debited on the due date. If the scheduled date is not a business day, the debit will take place on the next business day.

OPTION 1: Bank Account Details

Note: Direct Debiting is not available on all accounts. If in doubt, refer to your financial institution.

Bank Name:

Bank Branch:

Account Name:

BSB Number: Account #:

OPTION 2: Credit Card Details

VISA

MasterCard

Name on Credit Card:

Credit Card Number: Expiry Date:

ACKNOWLEDGEMENT

I/We have read and agree to the Direct Debit Credit Terms and Conditions attached. I/We request that this Direct Debit Credit Request remain in force until cancelled, deferred or otherwise altered in accordance with the Direct Debit Credit Terms and Conditions. I/We confirm the account/credit card details set out above, are correct and that this Direct Debit Credit Request is signed by the number of authorised

1. Signature(s)

Date:

2. Signature(s)

Date:

Direct Debit Credit Terms and Conditions between both you the customer and People Energy Pty Ltd:

- Ensure your nominated bank account can accept Direct Debit or Credit through the Bulk Electronic Clearing System (BECS) as BECS is not available through all Financial Institutions
- If your energy account has an overdue amount prior to the Direct Debit or Credit agreement commencing, this amount will be debited from your nominated financial account along with your first scheduled Direct Debit or Credit payment.
- If your credit card has reached its expiry date, you must provide People Energy with your new details at least five business days prior to the next payment.
- If your nominated Direct Debit account is either to be transferred or closed you must provide us with at least five business days prior notice.
- Payments falling on a non-business day will be deducted from your nominated financial account on the next business day.
- People Energy will deduct payment to a maximum of the amount due on your account at the Due Date of that account unless otherwise specified by you.
- People Energy will discontinue your Direct Debit or Credit arrangement if three consecutive payments are refused by your financial institution. You must then pay your energy bills using another People Energy payment option.
- If you wish to change your Direct Debit or Credit agreement (including your bank details), you must provide People Energy with a new authority at least five business days prior to the next scheduled payment.
- To terminate your Direct Debit or Credit agreement you must either over the phone or in writing notify People Energy or your financial institution at least five business days prior to your next scheduled payment.
- If you cancel your Direct Debit or Credit authority by notifying your financial institution, you must use your best endeavors to notify People Energy as soon as practicable after the cancellation.
- If you cancel your Direct Debit or Credit Authority, People Energy will make best endeavors to notify your financial institution and we will no longer rely on this Direct Debit or Credit authority.
- If you cease being a customer of People Energy, a final account will be sent to you and the amount due will be debited from your nominated financial account. Thereafter your Direct Debit or Credit authority will be cancelled.

- People Energy reserves the right to, at any time, withdraw this product or stop or change a Direct Debit or Credit agreement with 14 days prior notice.
- In the event that People Energy ceases to trade or a retailer of last resort scheme occurs, all Direct Debit or Credit authorities will be cancelled promptly and both you and your financial institution will be notified.
- If you wish to raise a dispute about any agreement details or your Direct Debit or Credit Payments please contact People Energy's Customer Service Team on 1300 788 970.

Fees and Charges

- If you nominate a credit card account, a payment processing fee may apply to payments made from a credit card account.
- Bank transaction fees and Government taxes may apply.
- If sufficient funds are not available in your nominated financial account at the time of processing a payment, a dishonor fee may be charged by both your financial institution and People Energy to cover reasonable administrative and processing costs.

Privacy and Confidentiality

We will keep all information about your nominated bank account private and confidential, only to be disclosed at the request of you, the Customer, or your Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit, or as required under law.

HOW TO CONTACT US

Enquiries

You can contact us directly or alternatively contact your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date.

Alternatively, you can contact us via:

Phone: 1300 788 970

Email: payments@peopleenergy.com.au

Mail: Locked Bag 5757, Melbourne GPO, VIC 3000

Please include your Account Number in all your communication sent.