

Request for Automatic Payment issued by Simply Energy (User ID 081287)

To pay the total amount of your energy bills on the due date
If you have any enquiries please call Simply Energy on 13 88 08

Automatic Payment

A. Customer's Details

Name of Customer(s) (If a company, please include ABN)

Telephone (AH)

Telephone (BH)

B. Customer's Simply Energy Account Details

Address of property for which your energy account will be automatically paid

POSTCODE

Simply Energy Customer ID Number (if known)

Automatic Payment Arrangements to apply for:

Electricity & Gas Electricity Only Gas Only

Address of **additional** property for which your energy account will be automatically paid

POSTCODE

Automatic Payment Arrangements to apply for:

Electricity & Gas Electricity Only Gas Only

C. Customer's Automatic Payment Details

Complete either 1. or 2.

1. Payment from Credit Card

Visa MasterCard

(Simply Energy does not accept AMEX or Diners)

Credit Card Number

Expiry Date:

Name on Credit Card (exactly as on card)

Signature of Card Holder

2. Payment from your Financial Institution:

Name of Financial Institution

Branch Name or Address (where account is held)

Name of Account Holder (exactly as on account)

BSB Number

Account Number

Direct Debit is not available on all accounts. If in doubt please check with your financial institution

If you choose to pay your bills by direct debit from a standard bank, credit union or building society account or make payment from a credit card:

- you agree that Simply Energy's Automatic Payment Arrangement Conditions will apply to you. You acknowledge reading the Automatic Payment Arrangement Conditions and agree to its terms; and
- where necessary you authorise and request Simply Energy (User ID 081287) to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from the nominated financial institution account to pay your Simply Energy account.

You agree that the automatic payments:

- will be for the amount of your energy bills;
- will take place at least every 3 months, in accordance with your billing period; and
- will occur on the due date of your bill or 12 business days after the next bill is issued.

If overdue amounts exist, these will be direct debited or charged to your credit card on or about the day following our receipt of this form.

Signature

SIGNATURE

Date

D | D | M | M | Y | Y

Name

PRINT FULL NAME

Position Title (if company, partnership, other organisation)

PRINT POSITION TITLE

Signature

SIGNATURE

Date

D | D | M | M | Y | Y

Name

PRINT FULL NAME

Position Title (if company, partnership, other organisation)

PRINT POSITION TITLE

If your bank, credit union or building society account is in joint names, both signatures may be required. If a company, partnership or other organisation, an authorised signatory must sign and print their name and position title.

Please mail completed form to: Simply Energy,
Reply Paid 78236, RICHMOND VIC 3121 or fax to 13 88 58

Automatic Payment Arrangement Conditions

These Automatic Payment Arrangement Conditions apply to you, and form part of your Energy Contract with us, if you agree to pay us by either: a. direct debit from your bank, credit union or building society account; or b. automatic payment from your credit card (collectively referred to as an “Automatic Payment Arrangement”).

Simply Energy's commitment to you

We may change the terms of the Automatic Payment Arrangement at any time but will give you at least 14 days notice before we do so. We will not change the amount and frequency of the Automatic Payment Arrangement without your agreement.

We will keep information relating to your nominated financial institution account, or credit card account, confidential, except where permitted by law or required for conducting direct debits or processing credit card payments with your financial institution or credit card provider and for a related query, dispute or claim. We will take reasonable steps to protect personal information held by us against loss and against access, use, modification or disclosure that is unauthorised.

Each Automatic Payment Arrangement payment will occur on the due date notified to you or if that day is a Saturday, Sunday or public holiday, the next business day. If unsure, ask your financial institution or credit card provider for details.

If a last resort event occurs in respect of which:

- our retail licence is suspended or revoked; or
 - our right to acquire electricity or gas from the wholesale electricity market is suspended or terminated,
- then we must immediately cancel the Automatic Payment Arrangement and notify both you and your financial institution or credit card issuer of the cancellation.

Your commitment to Simply Energy

It is your responsibility to:

- ensure your nominated account can accept direct debits through the Bulk Electronic Clearing System (if unsure, ask your financial institution, as direct debit arrangements are not available on some accounts) or your nominated credit card is current and valid and the credit card details and the cardholder's name are accurate;
- ensure there are sufficient clear funds or credit available in the nominated account to meet the Automatic Payment Arrangement payment on the due date;
- advise us if the nominated account is transferred or closed or the account details change, and for credit cards, advise us of any reduction in the credit limit, changes to the card details or suspension or cancellation of your card;
- arrange a suitable alternative payment method if the Automatic Payment Arrangement ends for any reason;
- in respect of a direct debit only, ensure that all account holders on the nominated financial institution account (in the case of joint accounts), sign the direct debit form; and
- check the amounts debited in your account statement provided by your financial institution or credit card issuer. If:
 - there are insufficient clear funds or credit in your nominated account; or
 - you gave us incorrect account details,

you may be charged a fee by your financial institution or credit card issuer due to the failed or incorrect payment. We also may charge you fees for this (including to reimburse our costs). You must still arrange for the payment to be made to us.

Your Rights

Subject to the terms and conditions of your Simply Energy account, you may alter, defer or cancel the Automatic Payment Arrangement by writing to us at PO Box 210, Balwyn VIC 3103 or contacting us on 13 88 08. We will need at least 7 working days notice before the due date of a payment to:

- stop or defer the Automatic Payment Arrangement;
- suspend future Automatic Payment Arrangements;
- alter any details on the form authorising the Automatic Payment Arrangement; or
- cancel the Automatic Payment Arrangement completely.

You may also cancel the Automatic Payment Arrangement through your financial institution or credit card issuer. If you cancel the Automatic Payment Arrangement:

- through us, we must accept your notification (and no longer rely on the Automatic Payment Arrangement authority) and must also use best endeavours to notify your financial institution or credit card issuer as soon as practicable after the cancellation; or
- through your financial institution or credit card issuer, you must use best endeavours to notify us as soon as practicable after the cancellation.

If you cancel the Automatic Payment Arrangement, you must arrange with us an alternate payment method.

Where you consider that an Automatic Payment Arrangement has been initiated incorrectly, you should contact Simply Energy on 13 88 08. If you are not happy with our response you can address a formal complaint with the envelope marked 'Notice of Complaint' to Simply Energy, P.O. Box 210, Balwyn VIC 3103. If you are not satisfied with our reply, you should contact your financial institution who will investigate.

Other Information

The details of your Automatic Payment Arrangement are contained in the form authorising the Automatic Payment Arrangement. We may require that your instructions to stop or in any way alter the Automatic Payment Arrangement are given to us in writing or electronic form. We may cancel the Automatic Payment Arrangement at any time and will do so if two consecutive Automatic Payment Arrangement payments are dishonoured by your financial institution or credit card issuer, in which case you must arrange with us an alternative payment method. In addition to changes we make, the Automatic Payment Arrangement is subject to change by both your financial institution or credit card issuer and Simply Energy's financial institution. Your Automatic Payment Arrangement is also governed by the terms and conditions of your Simply Energy account.