

Direct Debit Request Form

This form is your request to pay the total amount of your energy bills automatically on the due date from your financial account or credit card. Issued by Simply Energy (User ID 463782).

You can return this form by:

Post: Simply Energy, Reply Paid 78236, BALWYN VIC 3103

Email: info@simplyenergy.com.au (scanned image necessary as form requires signature)

Fax: 13 88 58

SECTION 1: PERSONAL DETAILS

Name of Customer(s)

If a company, please specify ABN

#

Telephone (AH)

Telephone (BH)

#

#

SECTION 2: SIMPLY ENERGY ACCOUNT DETAILS

Address of property for which your energy account will be paid by direct debit

Postcode

#

Simply Energy Customer ID (if known)

Direct Debit payment arrangements to apply for:

#

Electricity & Gas

Electricity only

Gas only

If you have an additional property for which your energy account will be paid by direct debit, please attach additional property details.

SECTION 3: DIRECT DEBIT PAYMENT DETAILS

! Complete Option 1 or 2 based on payment method for direct debit payment.

Option 1: Direct Debit Payment from Credit Card

Card type Please note: Simply Energy does not accept AMEX or Diners.

Visa MasterCard

Credit card number

Expiry date

M M Y Y

Name on card (exactly as on card)

Signature of Card Holder

Payments by credit card may incur an additional charge of 0.6% of your total bill or \$0.60 cents for every \$100. This charge is subject to change. The charge will appear on your next bill.

Option 2: Direct Debit Payment from Bank Account

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.

SECTION 4: DECLARATION

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 Direct Debit Payment Arrangement Conditions will apply to you. You acknowledge reading the Direct Debit Payment Arrangement Conditions and agree to its terms; and
- where necessary you authorise and request Simply Energy (User ID 463782) 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.

By signing below you give your explicit informed consent to this payment arrangement including that the direct debit 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 automatically on the due date of your bill or 12 business days after the next bill is issued.

If overdue amounts exist before your direct debit payment arrangement is set up, the overdue amount will not be direct debited or charged to your credit card, and you must arrange payment of the overdue amount. Failure to pay overdue amounts may result in disconnection.

Signature

Date

D D M M Y Y

Full Name

Position Title (if company, partnership, other organisation)

Signature

Date

D D M M Y Y

Full Name

Position Title (if company, partnership, other organisation)

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.

Direct Debit Payment Arrangement Conditions

Please keep this page for your reference.

These Direct Debit 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 "Direct Debit Arrangement").

Simply Energy's commitment to you

We may change the terms of the Direct Debit 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 Direct Debit 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 Direct Debit Payment Arrangement payment will occur automatically 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.

Our Energy Contract with you will terminate if we are no longer entitled to sell energy due to a Retailer of Last Resort ("RoLR") event affecting us. In those circumstances we will, or our insolvency official will, take steps to cancel the Direct Debit Payment Arrangement with effect from the date you are transferred to the designated retailer for the RoLR event. Cancellation of the Direct Debit Payment Arrangement will not affect your obligation to pay for any energy consumed before the transfer date.

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 Direct Debit 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 Direct Debit Payment Arrangement ends for any reason;
- in respect of a direct debit from a standard bank, credit union or building account 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;

- understand and accept the risks of providing personal information via the internet should you initiate your Direct Debit payment arrangement on-line. You must keep safe and confidential any security devices utilised in relation to initiating Direct Debit payment arrangements on-line (including without limitation any passwords or User IDs).

Your Rights

Subject to the terms and conditions of your Simply Energy account, you may alter, defer or cancel the Direct Debit 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 Direct Debit Payment Arrangement;
- suspend future Direct Debit Payment Arrangements;
- alter any details on the form authorising the Direct Debit Payment Arrangement; or
- cancel the Direct Debit Payment Arrangement completely.

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

- through us, we must accept your notification (and no longer rely on the Direct Debit 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 Direct Debit Payment Arrangement, you must arrange with us an alternate payment method.

Where you consider that an Direct Debit 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 Direct Debit Payment Arrangement are contained in the form authorising the Direct Debit Payment Arrangement. We may require that your instructions to stop or in any way alter the Direct Debit Payment Arrangement are given to us in writing or electronic form. We may cancel the Direct Debit Payment Arrangement at any time and will do so if two consecutive Direct Debit 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 Direct Debit Payment Arrangement is subject to change by both your financial institution or credit card issuer and Simply Energy's financial institution. Your Direct Debit Payment Arrangement is also governed by the terms and conditions of your Simply Energy account.