

# DIRECT DEBIT REQUEST FORM



To set up direct debit payments, please complete, sign and return this form to us via email: [service@renuenergy.com.au](mailto:service@renuenergy.com.au) or post to PO Box 176, Ermington NSW 1700. By submitting this form you request and authorise ReNu Energy (Debit User ID 518247) to arrange, through its own financial institution, a debit to your nominated account of any outstanding balances owing on your account. 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 terms and conditions of the Direct Debit Request Service Agreement. If you have any questions please call our customer support team on **1300 038 069**.

## YOUR DETAILS

Company Name		Australian Business Number (ABN)		
<input type="text"/>		<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Title	Surname	Given name		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Supply Address - Shop Number		Building	Account Number (this appears on your electricity bill)	
<input type="text"/>		<input type="text"/>	<input type="text"/>	
Unit No./Street Number and Name		Town/Suburb	State	Postcode
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address * <b>Compulsory for Credit Card Direct Debits</b>			Telephone Number	
<input type="text"/>			<input type="text"/>	

## PAYMENT DETAILS

(You can choose to pay either by direct debit from your bank account or credit card. Note: Direct Debit is not available from all account types, please check with your financial institution.)

### OPTION 1: DIRECT DEBIT BY BANK ACCOUNT

BSB Number		Account Number	
<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Name of Financial Institution		Financial Institution Address	
<input type="text"/>		<input type="text"/>	
Name of Account to be Debited		Name - Account Holder 2 (if applicable)	
<input type="text"/>		<input type="text"/>	
Name - Account Holder 1		Signature - Account Holder 2 (if applicable)	
<input type="text"/>		<input type="text"/>	
Signature - Account Holder 1	Date Signed	Signature - Account Holder 2 (if applicable)	Date Signed
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### OPTION 2: DIRECT DEBIT BY CREDIT CARD

Credit Card Number		Expiry date	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/>	
CVV Number (last 3 digits on the back of the card)	Credit Card Type		
<input type="text"/> <input type="text"/> <input type="text"/>	Visa <input type="checkbox"/>	Mastercard <input type="checkbox"/>	
Name (As Shown On Credit Card)			
<input type="text"/>			
Cardholder's Signature			Date Signed
<input type="text"/>			<input type="text"/>

## Direct Debit Request (DDR) Service Agreement

This is your Direct Debit Service Agreement with EN Project Company One Pty Ltd as trustee for EN Project Trust One (ABN 16 785 837 441) ("ReNu Energy", "we", "us", "our"). Your Agreement includes your Direct Debit Request, Authorisation and the Direct Debit Service Agreement Terms and Conditions. Please keep this Agreement for future reference.

### Direct Debit Service Agreement Terms and Conditions

This Agreement outlines our obligations as your Direct Debit provider and your rights and responsibilities throughout the Direct Debit process.

#### 1. Debiting your account

By signing a Direct Debit Request (DDR), you authorise ReNu Energy (Debit User ID 518247) to arrange for funds to be debited from your nominated account. You should refer to the DDR and this Agreement for the terms of the arrangement between you and us. We will only arrange for funds to be debited from your account as authorised by you in the DDR. If the debit day falls on a non-working day such as a national public holiday, we may direct your financial institution to debit your account on the next business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

#### 2. Amendments by us

We may vary any terms of this Agreement at any time by giving you at least fourteen (14) days written notice. We will stop your Direct Debit after your final bill has been paid if you stop being our customer.

#### 3. Amendments by you

You may change, stop or defer a debit payment, or terminate this Agreement by providing us with at least 7 days notice by writing to: PO Box 176, Ermington NSW 1700; or by calling us on 1300 038 069 during business hours; or arranging it through your financial institution, which is required to act promptly on your instructions.

#### 4. Disputes

If you believe that there has been an error in debiting your account, you should notify us on 1300 038 069 and also confirm that notice in writing as soon as possible so that we can resolve your query promptly. Alternatively, you can take it up directly with your financial institution. If we conclude as a result of our investigations that your account has been incorrectly debited, we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted. If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding in writing.

#### 5. Accounts

You should check with your financial institution whether direct debiting is available from your account as direct debit through the Bulk Electronic Clearing System (BECS) is not available on all accounts. You must ensure that account information supplied to us in the DDR is correct by checking it against a recent statement from your financial institution. If you have any queries about how to complete the payment details section of the DDR you should contact your financial institution.

#### 6. Your obligation

It is your responsibility to ensure that there are sufficient clear funds available in your nominated account to meet a payment on its due date. If there are insufficient funds in your account to meet a debit payment: you may be charged a fee and/or interest by your financial institution; you may also incur fees or charges imposed or incurred by us; and you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment. We will notify you of any return unpaid transactions and any applicable fees (plus GST) will be added to your account. You should check your account statement to verify that the amounts debited from your account are correct. If your Direct Debit Agreement is cancelled (whether by you, us or your financial institution) you must pay all amounts due on your account on the due dates for those amounts using a suitable alternate method (payment options are listed on your bill).

#### 7. Confidentiality and privacy

We respect our customers' right to privacy and confidentiality. We will manage your personal information (including your bank account details) in accordance with our obligations under the Privacy Act 1988 (Cth). We will always maintain the privacy of personal information as required by law. We will only disclose information that we have about you: to the extent specifically required by law; for the purposes of this Agreement (including disclosing information in connection with any query or claim made relating to an alleged incorrect or wrongful debt); or in accordance with our Privacy Policy. A copy of our Privacy Policy is available on request and is published on our website.

#### Authorisation

I/We authorise and request ReNu Energy (Debit User ID 518247) until further notice in writing to charge or debit my/our nominated account above, through the Bulk Electronic Clearing System, with any amount that may from time to time become due. I/we give my/our explicit informed consent to this Direct Debit Request Service Agreement which includes this DDR form and terms and conditions.

Name of Signatory 1:

Name of Signatory 2 (if applicable):

Signature 1

Signature 2 (if applicable):

Date:

Date: