



Direct Debit Form

I/We request 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) with User ID 531666, from my/our account held at the financial institution I/we have nominated below and will be subjected to the Direct Debit Credit Terms and Conditions.

Account Number: **Customer Name:**

Address: **State:**

Postcode: **Phone Number:**

Email Address

Schedule: Payments will be debited on the due date. If the due date falls on a holiday, the direct debit charge 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.

Account Name: **Bank Branch:**

BSB Number: **Account Number:**

Option 2: Credit Card Details

Visa Mastercard AMEX Diners

Name on Credit Card:

Credit Card Number:

Expiry Date: **CCV:**.....

Acknowledgement: I/We have read and agreed 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 to the Direct Debit Credit Terms and Conditions. I/we also confirm that the account/credit card details set out above, are correct and this Direct Debit Credit Request is signed by the number of authorised.

Signature(s) **Signature(s)**

Date: / / **Date:** / /



Direct Debit Agreement

This Direct Debit Agreement is between the Customer ("You") and Powerclub ("We" or "us") and sets out the terms and conditions governing your direct debit request and your rights and obligations in undertaking a direct debit arrangement with us.

1. You agree that you have given your explicit informed consent to enter into this Direct Debit Agreement with us.
2. In accordance with your direct debit request, you have authorised us to arrange for funds to be debited from your nominated bank account or credit card in payment of amounts payable by you under your electricity contract with us.
3. We will only arrange for funds to be debited from your nominated bank account or credit card if we have sent to you a bill that specifies the amount payable by you to us under your electricity contract, and when it is due.
4. We will debit your nominated bank account or credit card on the due date shown on each of our bills until your electricity contract with us ends. If your Powerclub account has an overdue amount owing when this Agreement commences, the overdue amount will be debited from your nominated account with your first direct debit.
5. It is your responsibility to ensure that there are sufficient funds in the nominated account by the due date of a bill to enable the direct debit to be honoured. You agree that sufficient funds will be available in the nominated bank account or credit card until the direct debit amount has been debited.
6. We will provide at least 14 days' written notice if we wish to vary any of the terms and conditions of the Direct Debit Agreement.
7. If you wish to notify us about anything related to this Direct Debit Agreement, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should contact us at complaints@powerclub.com.au.

6. Where you pay by credit card, any service fees charged by the credit card provider will be passed on to you. If any direct debit is rejected by your bank or credit card provider on more than one occasion, we may cancel the Direct Debit Agreement.
7. If you wish to cancel your Direct Debit Agreement, you must notify us or your bank or credit card provider at least three business days before your next payment.
8. If you cancel your Direct Debit Agreement by notifying your bank or credit card provider, you must notify us as soon as practicable after the cancellation. If you cancel your Direct Debit Agreement, we will no longer rely on your direct debit request and we will terminate the arrangement.
9. If you cancel your Direct Debit Agreement, you may use any of our other payment methods to pay your bills.

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 insufficient funds are not available in your nominated financial account at the time of processing a payment, a dishonour fee may be charged by both your financial institution and Powerclub to cover reasonable administrative and processing costs.

How to contact us

All direct debit queries should be made at least 7 business days prior to your next scheduled direct debit date. Please include your account number in all your communication to us.

You can contact us via:

Address: The Hub Southern Cross, Level 2, 696 Bourke Street, Melbourne VIC 3000. **Telephone:** 1300 294 459. **Email:** info@powerclub.com.au