

Direct Debit Service Agreement

Please keep this page for your reference

This is your Direct Debit Service Agreement with GloBird Energy. It explains what your obligations are to us and our obligations to you.

Please keep this agreement for future reference as it forms part of the terms and conditions of your direct debit application and it should be read in conjunction with your direct debit authorisation.

Definitions:

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Service Agreement between you and us.

business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

direct debit means the Direct Debit agreement between us and you. us or we means GloBird Energy.

you means the customer who has signed or authorised by other means the Direct Debit Application.

your financial institution means the financial institution nominated by you on the Direct Debit Application at which the account is maintained.

Debiting your account:

By signing a Direct Debit Application or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Application and this agreement for the terms of the arrangement between you and us.

We'll only arrange for funds to be debited from your account as authorised in the Direct Debit Application.

When the due date for payment falls upon a non-business day or public holiday, we'll debit your account on the next business day.

Amendments by us:

If for any reason there is any change to this agreement we'll provide you with at least 14 days' notice of the change.

Amendments by you:

If you need to change your details or alter/amend/cancel any debit or transaction, you must provide us with at least 5 business days' notice. Alternatively you can make changes by contacting your financial institution.

Your obligations:

You should ensure:

- (a) your financial institution has direct debit available from your account.
- (b) the account details you have provided us are correct. Check them against a recent account statement or the retail agreement;
- (c) there are sufficient funds in your account to meet a direct debit payment. If not, we will require payment in another form and may charge interest on the unpaid amount and for any administration costs. You may also be charged a fee and/or interest by your financial institution.
- (d) the amounts debited from your account are correct by checking your account statements.

Dispute:

If you believe there's been an error in debiting your account, notify us by calling 1300 GloBird (1300 456 247) OR 1300 516 888 中文 , emailing CustomerService@GloBirdEnergy.com.au, or you can contact your financial institution. If your account has been incorrectly debited we'll arrange for your financial institution to adjust your account (including interest and charges). We'll let you know the amount that your account has been adjusted. If your account has not been incorrectly debited we'll respond with the reasons why.

Confidentiality:

We'll keep any information (including your account details) in your Direct Debit Application confidential. We'll make reasonable efforts to keep any information we have about you secure and ensure that our employees or agents do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose your information to the extent specifically required by law or for the purpose of this agreement (including disclosing information in connection with any query or claim).