

Direct Debit Request Authority

The Manager
 Energy Resources Corporation Pty Ltd
 PO Box 583 Buddina QLD 4575

New Direct Debit Request	<input type="checkbox"/>
Change of DDR Details	<input type="checkbox"/>
Cancellation of DDR	<input type="checkbox"/>

PCA Number: 233497

We authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instruction detailed in the Schedule below and or on the terms set out on the DDR Service agreement.

Unit No		Building Name	
Mobile Phone No.		Phone No.	
Email			
Postal Address—If different from unit address			
Date supply required			

BANK ACCOUNT HOLDER (S) DETAILS

Surname		First Name		Date of Birth	
Surname		First Name		Date of Birth	

Bank Account Name		Name of Bank or Financial Institution	
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Please deduct the full amount owing on the due date of the account.

BSB Number	<input type="text"/>	Account Number	<input type="text"/>
Start Date	<input type="text"/>	Finish Date	<input type="text"/>

Start date & finish date are if you would like your account to be deducted between these dates only. They are not required.

I/We agree to ERC Terms and Conditions and agree to the Direct Debit Terms and Conditions.

Signature of Customer(s): _____ Date ___/___/___

 Date ___/___/___
 (If joint account, both signatures are required)

TERMS AND CONDITIONS-(Service Agreement)

- The Customer's nominated bank account will be direct debited, on or about the bill payment due date for the total amount for the services provided.
 - For each Direct Debited amount, the Customer will be issued with a statement showing the amount of funds to be debited from their account.
 - Should payments fall on a non-business day, payment will be deducted from your bank account on the next business day.
 - If at the time of bank processing sufficient funds are not available, a dishonour fee on that payment may be charged. In addition, any bank fee charged to ERC will be passed on to you.
 - This service is not available on credit cards and some passbook savings accounts but the transfer can be made from either a Cheque account or a statement savings account. You should check with your financial institution. Normal bank transaction fees and Government taxes may apply.
 - To alter or terminate your agreement we require notification in writing or by completing a new Direct Debit Request Form to be received five business days prior to your next payment. A confirmation letter detailing your Direct Debit Request will be sent to you. Please check these details. Should there be any incorrect details contact ERC Customer Service prior to first payment.
 - All Direct Debit Request forms and details will be held by ERC in a secure location and not given to any third party provider unless a valid claim is instigated and details are then provided to our sponsor financial institution.
 - If ERC needs to make any changes to your Direct Debit Request, you will receive no less than 14 days prior notice.
 - Should you require any assistance or dispute any agreement details, contact ERC Customer Service on 54378188 or send your request to ERC PO BOX 125 Caloundra Qld 4551.
 - If the transaction date was no earlier than 12 months from the date of your lodgement of a dispute with ERC you should receive a response within seven days from the date of your lodgement.
 - If the transaction date was made earlier than 12 months from the date of your lodgement of a dispute with ERC you should receive a response within 30 days from the date of your claim.
 - The personal information we ask you to supply is needed to setup your requested direct debit facility. A failure to provide this information will result in ERC being unable to complete your request. Your personal information will only be provided to other parties where necessary to provide services on behalf of ERC or otherwise as required by law.
 - You may gain access to your personal information or obtain our Privacy Policy by contacting ERC.
- If you wish to dispute any Direct Debit Transaction that we have processed you should contact us first on the following contact points:

ERC Customer Service Centre: **Phone: 5437 8188**

Fax: 5437 8199

Email: cs2@energyresources.com.au

Mailing Address: PO Box 583 Buddina QLD 4575

- If we fail to resolve any dispute you raise with us and you wish to make a formal claim you can contact the financial institution that holds your account and lodge with them a Direct Debit Customer Claim Form.
- If you lodge a DDR Customer Claim Form with your financial institution they will investigate whether the transaction was authorized by you.
- If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim.
- If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

Form can be emailed to **cs2@energyresources.com.au** or posted to **PO Box 583 Buddina QLD 4575**