

# Direct Debit Request Authority



The Manager  
Energy Resources Corporation Pty Ltd  
PO Box 125 Caloundra Q 4551

New Direct Debit Request ☐  
Change of DDR Details ☐  
Cancellation of DDR ☐

**APCA Number: 233497**      **Agreement Date:** \_\_\_\_\_

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.

I/We have read and understand the information contained in the DDR Service Agreement below.

Signature of Customer: \_\_\_\_\_  
(If joint account, all signatures are required)

## THE SCHEDULE

|              |  |               |  |
|--------------|--|---------------|--|
| Apartment No |  | Property Name |  |
|--------------|--|---------------|--|

## **BANK ACCOUNT HOLDER (S) DETAILS** (Must be same as the Name(s) on the Electricity Supply Agreement)

|         |  |            |  |               |  |
|---------|--|------------|--|---------------|--|
| Surname |  | First Name |  | Date of Birth |  |
| Surname |  | First Name |  | Date of Birth |  |

|                                  |  |                                       |  |
|----------------------------------|--|---------------------------------------|--|
| Account Name                     |  | Name of Bank or Financial Institution |  |
| Address of Financial Institution |  |                                       |  |

*Please deduct the full amount owing on the due date of the account.*

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

## **TERMS AND CONDITIONS-(Service Agreement)**

- The Customer's nominated bank account will be direct debited, on or about the actual bill issue 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 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 1300 657 654 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: 1300 657 654

Fax: 1300 650 849

Email: [customerservice@energyresources.com.au](mailto:customerservice@energyresources.com.au)

Mailing Address: PO. Box 125, Caloundra QLD 4551

- 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.