

# Origin Energy Direct Debit Customer Service Agreement

This agreement outlines our commitment to you as a Direct Debit customer and your rights and responsibilities throughout the Direct Debit process.

## **Our commitment to you**

- We will provide you with at least 14 days notice if any terms of the payment arrangement are to change.
- Where the Direct Debit Due Date falls on a non-working day or public holiday, we will draw the payment amount on the next business day.
- We will keep all information about your nominated bank account private and confidential, only to be disclosed at the request of you, the Customer, or your Financial Institution in connection with a claim made to an alleged incorrect or wrongful debit.
- We will notify your Financial Institution if you cancel the Direct Debit with us.
- We will deduct payment, to a maximum of the amount due on your customer account, at the Due date of your Direct Debit unless otherwise specified by yourself.
- We will cancel your Direct Debit and notify your Financial Institution if you are no longer a customer of Origin Energy.

## **Your rights**

- You may terminate your Direct Debit payment schedule at any time by calling or writing to notify us or your Financial Institution at least 4 business days prior to your next payment date.
- You may stop a particular payment or change the amount and/or frequency of your payment schedule by calling or writing to notify us, to reach us at least 10 business days prior to your next payment date.
- Where you consider a payment has been initiated incorrectly, or there is a discrepancy in a payment amount, please contact us immediately so we can address your query.
- If at any time you wish to change your bank account or personal details, please advise us in writing, to reach us at least 10 business days prior to your next payment.

## **Your commitment to us**

- Ensure that bank account information supplied to Origin Energy is correct by checking it against a recent statement from your Financial Institution.
- Advise us in writing if the bank account, as nominated by you to be debited, is transferred, closed or the Direct Debit is cancelled.
- Ensure your nominated bank account can accept Direct debits through the Bulk Electronic Clearing System (BECS). Direct Debit through BECS is not available on all accounts.
- Arrange a suitable alternate payment method from those shown on the back of your account should your Direct Debit payment schedule be cancelled, either by yourself or your nominated Financial Institution.
- Ensure sufficient funds are available in the nominated bank account to meet a payment on its Due date. We reserve the right to cancel the Direct debit payment schedule arrangements by your nominated Financial Institution, and to arrange with you an alternate payment method.
- Upon finalisation of your customer account with Origin Energy, all outstanding funds will be withdrawn from your nominated bank account in the next payment cycle.

## **Fees and Charges**

- We will notify you of any return unpaid transactions; and any applicable fee (plus GST) will be raised against your customer account.
- If your nominated bank account has insufficient funds to cover a payment, you are responsible for any costs we incur as a consequence of covering payment.

If you have any enquiries regarding stops, cancellations, or require payment assistance, please don't hesitate to contact us on the number in the top right hand corner of your Origin Energy account.