

Origin Direct Debit Request



Together we can make a difference.™ **origin**

For the convenience of Direct Debit simply fill in the information below and return to us at Origin Energy Direct Debit request, GPO Box 1199, Adelaide SA 5001.

Your details (as shown on your Origin account)

Title _____

First name _____

Surname _____

Postal address

Street _____

Suburb/Town _____

State _____

Postcode _____

Origin account details

Please select: Electricity Gas LP Gas

Origin electricity account/customer number

Origin gas account number

Origin LP Gas account number

Instalment start date / /

I/We authorise:

- you to arrange for funds to be debited from my/our account, as described in the schedule above, any amount which Origin Energy (User ID No. 069216 or User ID No. 227667 or User ID No. 018325 or User ID No. 087021) may debit or charge me/us through the Bank Electronic Clearing System (BECS) until further notice in writing;
- you to verify the details of the above mentioned account with my/our Financial Institution; and
- my/our Financial Institution to release information allowing Origin Energy to verify the above mentioned account details.

This authorisation is to remain in force in accordance with the terms described in the Origin Energy Direct Debit Customer Service Agreement. Note: This Direct Debit arrangement will supersede any prior payment arrangements you may have entered into with Origin Energy.

Method of payment

Please select only one payment method, either bank account or credit card.

Bank account

Bank/financial institution _____

Branch _____

Your account name _____

BSB number -

Account number

Signature(s) (if joint account, all signatures are required)

X

X

Date / /

OR

Credit card Select card type: Visa Mastercard

Card number

Expiry date /

Cardholder signature X _____

Date / /

Payment options for electricity and/or natural gas

Please select one of the following options. If you do not choose an option, the total amount will be debited.

Full account payment

Equal fortnightly payments**

Equal monthly payments**

* We calculate the amount by dividing the total yearly estimated cost into fortnightly/ monthly instalments

Payment options for LP Gas

Please select one of the following options. If you do not choose an option, the total amount will be debited.

Full account payment

\$ _____ each fortnight†

\$ _____ each month†

† If a balance remains unpaid you agree to pay the balance of the account on the due date by other payment methods

Origin 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 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 if you are no longer a customer of Origin.

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 the bank account information supplied to us 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 Financial Institution 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 us, all outstanding funds will need to be paid by the due date stated on the final bill.

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 **13 24 61**.