

# Residential Direct Debit Application

Please complete this form and return in the reply paid envelope provided or scan and email to [info@lumoenergy.com.au](mailto:info@lumoenergy.com.au)

lumoenergy.com.au  
1300 115 866

PO Box 632, Collins Street West VIC 8007



## Your Details:

Account Number:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Phone:

Mobile:

Email: \_\_\_\_\_

Date of Birth:

## Direct Debit Details: \*\*Choose one option ONLY\*\*

**Pay by bank account or financial institution**

Name of Bank or Financial Institution: \_\_\_\_\_  
\_\_\_\_\_

Branch Address: \_\_\_\_\_  
\_\_\_\_\_

Name(s) on Account: \_\_\_\_\_  
\_\_\_\_\_

BSB Number:

Account Number:

**Pay by credit card**

Cardholder's Name as shown on Card: \_\_\_\_\_  
\_\_\_\_\_

Master Card  VISA  AMEX

Credit Card Number: \_\_\_\_\_  
\_\_\_\_\_

Expiry:  /

## Authorisation:

**Please authorise payments by signing in the space below. If a joint account, all signatures may be required.**

By signing and providing us with valid instruction for your direct debit application, you have understood and agree to the terms and conditions in the Direct Debit Application between you and Lumo Energy. You request and authorise Lumo Energy (User ID no. 251454) to arrange a direct debit from your nominated account, for any amount Lumo Energy has deemed payable by you on the date specified on your bill, or as otherwise agreed with us. This Agreement will be subject to the terms and conditions of the Direct Debit Service Agreement.

Primary Name: \_\_\_\_\_

Secondary Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date:

Date:



## Direct Debit Service Agreement: Please keep this page for your reference

This is your Direct Debit Service Agreement with Lumo Energy (User ID no. 251454). 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 you and us.

**Us or We** means Lumo Energy user ID no. 251454.

**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
- 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 115 866, emailing [info@lumoenergy.com.au](mailto:info@lumoenergy.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, or to our related entities)

### Privacy Statement:

We are collecting your personal information in your Direct Debit Application in order to process your request for Direct Debit and ongoing Direct Debit administration. If we do not collect this information, we may not be able to process your request. If you provide us with personal information of another person, you must make them aware of the matters set out in this collection statement. See our Privacy Collection Statement (<https://lumoenergy.com.au/help-centre/privacy-policy/privacy-statement>) and our Privacy Policy (<https://lumoenergy.com.au/help-centre/privacy-policy>) for details on disclosures we may make to our related companies, service providers, government and regulatory authorities and professional advisers, how you may access and correct your personal information, and how complaints may be made and will be handled.

You can contact our Privacy Officer at [privacyofficer@lumoenergy.com.au](mailto:privacyofficer@lumoenergy.com.au) or calling 1300 763 499, Monday to Friday, 8:30am to 5:00pm for more information.