direct debit application

Call 1300 11 5866
lumoenergy.com.au

step 1: your details - fill out your personal details

Account Number:

If Company, ABN:

Name:

Email:

Address:

Phone (day):

State: Postcode:

Phone (evening):

step 2: direct debit details - Please complete one of the following payment options

option 1: pay by bank account or financial institution

Name of Bank/Financial Institution:

Branch Address:

Name(s) on account:

BSB Number: -

Account Number:

option 2: pay by credit card

Cardholder's name as shown on card:

American Express: Master Card: Visa:

Credit Card Number:

Expiry: /

step 3: authorisation

Please authorise payments by signing in the space below. If a joint account, all signatures may be required.
If a company, sign and print full name and capacity for signing.

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.

Authorisation signature(s)

Date: / /

step 4: mail your direct debit application to Lumo Energy

Remove the direct debit service agreement and mail completed form to: Lumo Energy, PO Box 632, Collins Street West, VIC, 8007.

Lumo Energy direct debit service agreement - Please keep this section 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 11 5866, emailing 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).

Lumo Energy Australia Pty Ltd ABN 69 100 528 327 NSW ABN 92 121 155 011 QLD ABN 63 114 356 642 SA ABN 61 114 356 697