



## DIRECT DEBIT SERVICE REQUEST AGREEMENT

- A. We will advise you in writing of the details of your direct debit drawing arrangement (rates, frequency, commencement date) prior to the first drawing.
- B. We will be debiting your nominated account to pay for invoices we issue you under our energy supply agreement with you.
- C. If the due date is a non business day, we will draw the amount on the next business day. If you are unsure about which day your nominated account has or will be debited, you should contact your financial institution.
- D. We will give you at least 14 days notice in writing of any changes to the terms of this agreement including any changes to the nominated amount.
- E. We reserve the right to cancel this agreement if 2 or more drawings are returned unpaid.
- F. You can request that the next scheduled drawing be deferred, altered, suspended or stopped by giving us at least 2 business days notice prior to the next scheduled drawing. You may also defer, alter, suspend or stop a scheduled drawing by contacting your financial institution.
- G. We will keep your records and nominated account details confidential. We will only disclose this information to the extent required by law or for the purposes of this agreement (for example, we may be required to provide information to our bankers in connection with a claim or query made by you). You can find out about how we may deal with your personal information in our Privacy Policy located at <https://lumoenergy.com.au/help-centre/privacy-policy> or by requesting a hard copy from us.
- H. Our liability to you for any losses suffered by you as a result of an act or omission by us is limited to debiting your account correctly and refunding you any amounts if necessary.
- I. You may vary or terminate this agreement by giving us at least 5 days prior notice. You may also contact your financial institution if you wish to terminate this agreement. After cancellation, your payments must be made in accordance with our supply and sale agreement with you.
- J. If a drawing is returned unpaid, we may reverse any related payment to your account and request that you find an alternative method of payment. We may charge you a fee for any drawing dishonoured by your financial institution.
- K. It is your responsibility to ensure that you have sufficient cleared funds in your nominated account to meet a drawing on its due date. You must arrange with us a suitable payment alternative if your nominated account is transferred or closed.
- L. You should check with your financial institution that direct debiting is available on your nominated account as direct debit is not available on all accounts offered by financial institutions. Before completing this Direct Debit Request, you should also check the details of your nominated account against a recent account statement. If you are unsure of these details, or how to complete this Direct Debit Request, please check with your financial institution.
- M. In the event that you disagree with any debit made under this agreement with us, please contact us immediately. We will investigate your claim and will immediately refund you any amount which we determine we have incorrectly deducted. If you are unhappy with the outcome of our investigation, you may also contact your financial institution.
- N. You may contact us on 1300 115 866, email to [enquiries@lumoenergy.com.au](mailto:enquiries@lumoenergy.com.au) or write to us at PO Box 632 Collins Street West, VIC 8007.
- O. In this agreement, the terms defined in the Lumo Energy Direct Debit Request have the same meaning in this agreement and:

**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 Request** means an authority and request (as may be amended from time to time) by you to debit amounts from your account in favour of us.

**Lumo Energy, us, we or our** means: Lumo Energy Australia Pty Ltd ACN 100 528 327; Lumo Energy (NSW) Pty Ltd ACN 121 155 011; Lumo Energy (QLD) Pty Ltd ABN 63 114 356 642; and Lumo Energy (SA) Pty Ltd ABN 61 114 356 69. User ID no. 527326.

**you or your** means the customer who has signed or authorised by other means the Direct Debit Request.

**your financial institution** means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.