



Direct Debit Service Request Agreement

- A.** We will advise you in writing of the details of the Direct Debit Drawing arrangement (rates, frequency, Start 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.** Unless you are on an EvenPay® arrangement that applies to our supply of energy to you under our energy supply agreement, any amounts owing on your energy bills (whether incurred before or after the Start Date or the date of this agreement) as at the first scheduled drawing date will be deducted from your nominated account. If you are on an EvenPay® arrangement, we will deduct the amounts we agreed with you.
- D.** 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.
- E.** We will give you at least 14 days notice in writing of any changes to the terms of the arrangement including any changes to the nominated amount.
- F.** We reserve the right to cancel the Direct Debit arrangement if two or more drawings are returned unpaid.
- G.** You can request that the next scheduled drawing be deferred, altered or stopped by giving us at least 2 business days notice prior to the next scheduled drawing. You may also stop a scheduled drawing by contacting your financial institution.
- H.** 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).
- I.** 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 nominated account correctly and refunding you any amounts if necessary.
- J.** You may vary or terminate this Direct Debit arrangement by giving us at least 5 days prior notice. You may also contact your financial institution if you wish to terminate this Direct Debit arrangement. After cancellation, your payments must be made in accordance with our supply and sale agreement.
- K.** 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.



L. 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.

M. 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. You should also check the details of your nominated account against a recent account statement. If you are unsure of these details, please check with your financial institution.

N. In the event that you disagree with any debit made under this arrangement 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.

O. You may contact us on 1300 115 866, email to enquiries@lumoenergy.com.au or write to us at Lumo Energy, PO Box 4136, East Richmond VIC 3121.

P. In this agreement, a term defined in the Lumo Energy Direct Debit Request has 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.

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 ABN 69 100 528 327; Lumo Energy (NSW) Pty Ltd ABN 92 121 155 011; Lumo Energy (QLD) Pty Ltd ABN 63 114 356 642; and Lumo Energy (SA) Pty Ltd ABN 61 114 356 697. 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.