

## Direct Debit Request

Your Details	
Full name or company name and ABN	
Supply address/primary account address (where more than one supply address is applicable)	
	Postcode
Phone number	
Email address	
Customer Account Number (if known)	

Your Bank Details	
Name of Financial Institution	
BSB Number	
Bank Account Number	
Branch	
Name(s) on account*	

\*Indicate the exact name(s) the account is in. All authorised signatories must sign the authorisation.

**Debit/Credit Card** – if you wish to pay your direct debit instalments via a debit or credit card, please log on to our online portal at [www.tangoenergy.com/pay-my-bill](http://www.tangoenergy.com/pay-my-bill)

**TO RETURN THIS FORM** – by email or post, refer to the details at the bottom of the page.

### Authorisation

I/We authorise and request Tango Energy Pty Ltd, ABN 43 155 908 839 (Direct User ID: 513468), to debit My/Our nominated account described above with any amounts that may from time to time become due, or as otherwise agreed under a Payment Plan. Tango Energy may debit or charge My/Our Account through the Bulk Electronic Clearing System (BECS). I/We acknowledge that I/We have understood the terms and conditions governing this Direct Debit Request. I/We also acknowledge that we have read Tango Energy's privacy collection statement (available at: [www.tangoenergy.com/privacy-collection](http://www.tangoenergy.com/privacy-collection)) which sets out how Tango Energy will collect, use, hold and disclose My/Our personal information.

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

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

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

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

(if signing for a company, sign and print full name and capacity for signing, e.g. Director)

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Direct Debit Request Service Agreement

## Terms and Conditions

1. Tango Energy Pty Ltd ABN 43 155 908 839 (in these Terms and Conditions referred to as “We”, “Our” or “Us”) to:
2. You (in these Terms and Conditions referred to as “You” or “Your”).

## Notice

3. If You wish to notify Us in writing about anything to do with this agreement, You should write to Tango Energy Pty Ltd, PO Box 320, GEELONG NORTH VIC 3215. We may send notices either electronically to the above nominated email address or by ordinary post to the address You have given Us. Any notice sent via email will be deemed to have been received 2 hours after sending (unless the sender receives an automatic response stating that the email was not delivered) and if sent after 3 p.m. on a Business Day or on a day other than a Business Day, then the email is deemed to be received at 9 a.m. on the next Business Day, and any notice sent via ordinary post will be deemed to be received three Business Days after posting within Victoria and ten Business Days after posting outside Victoria.

## Direct Debit Request Service Agreement

4. By signing the Direct Debit Request You authorise Us to arrange for funds that may become due, from time to time or as agreed under a Payment Plan, to Us under the terms of which We are supplying Energy to You, to be debited from Your nominated account in amounts and at intervals as advised or as agreed by Us and You.
5. The first Direct Debit payment will start on the Due Date of Your next Energy bill, being no less than 13 Business Days from the date the bill was issued, or as agreed, by Us. If any payment falls on a non-Business Day, it will be debited from Your nominated account on the next Business Day following the scheduled drawing date. If You are uncertain as to when Your Direct Debit will be processed, please contact Us or your financial institution.
6. We will give You at least 14 Business Days’ notice in writing of any changes to the terms of this Direct Debit Agreement.
7. If You are on a Direct Debit arrangement, the next drawing date will be provided to You in writing in the form of an Energy bill issued under the terms of which We are supplying You with Energy, unless otherwise agreed or altered in accordance with clause 10.
8. If You are on a Payment Plan, We will outline a schedule of payments and the dates that they are due to be drawn from Your nominated account.
9. If You wish to make changes to this Direct Debit Agreement, please call Us on 1800 010 648. Changes You request may include deferring the Direct Debit payment, altering the scheduled drawing date, stopping an individual Direct Debit payment or cancelling the Direct Debit Arrangement completely. Please provide three Business Days’ notice for these changes to be processed.
10. If Your debit is returned or dishonoured by Your financial institution, We will notify You of the return or dishonour and request immediate payment.
11. If Your debit is returned or dishonoured, any fees levied to You by Your financial institution will be payable by You. You may also incur any fees or charges We incur if Your payment is dishonoured or reversed.

12. Your Direct Debit Agreement can be cancelled by Us if on two consecutive occasions Your drawing is returned or dishonoured by Your financial institution. We will notify You if We cancel Your Direct Debit Agreement.
13. Unless agreed otherwise with You, Your account details will be kept confidential except for information that will be provided to Our financial institution to initiate the drawing from Your nominated account, or in connection with a claim or dispute of an alleged incorrect or wrongful debit.
14. It is Your responsibility to ensure that:
  - a. Your nominated account can accept Direct Debits (Direct Debit, through BECS, is not available on all accounts);
  - b. The account details You have provided are correct and, if uncertain, You should check your account details which you have provided to us against a recent account statement or check with Your financial institution before completing this Direct Debit Request if you have any queries about how to complete this Direct Debit Request; and
  - c. You have sufficient Clear Funds available in the nominated account at the scheduled drawing date, to allow for the payment of Debit Items according to Your Direct Debit Request.
15. If You believe that a Direct Debit payment has been initiated incorrectly, or wish to raise a dispute call Us on 1800 010 648 or contact Your financial institution. You will receive a full refund of the debit amount if We cannot substantiate the reason for the drawing.
16. If a relevant Last Resort Event occurs and We are no longer entitled to supply Energy to You, Your Direct Debit Agreement will be cancelled and We will notify You of the cancellation.
17. To cancel or stop Your Direct Debit Request write to Tango Energy Pty Ltd, PO Box 320, GEELONG NORTH VIC 3215, or call Us on 1800 010 648. You can also contact Your financial institution. If You cancel Your Direct Debit Agreement completely, We will cease to rely on this Agreement.

## Simplified Definitions

**Agreement** means this Agreement You have entered into with Us to Direct Debit Your nominated account.

**Business Day** means a day other than a Saturday, a Sunday or a public holiday in any State or Territory in Australia.

**Clear Funds** means funds that are available to be drawn from Your nominated account to meet the requirements of this Agreement.

**Direct Debit** means an arrangement whereby We directly debit funds from the bank account nominated as part of this agreement for the purpose of making payment under the terms of which We supply Energy to You.

**Direct Debit Request** means this form providing Us with Your consent to Direct Debit funds from Your nominated account.

**Due Date** means the date of which payment is due for a bill issued under the terms of which We are supplying Energy to You.

**Energy** means electricity or gas, as applicable.

**Last Resort Event** means an event that triggers the operation of the Retailer of Last Resort scheme in relation to us under the Energy Retail Code.

**Payment Plan** means an agreed payment arrangement whereby regular recurring frequency of payments is made at an agreed amount.