

Direct Debit Terms and Conditions.

- > This service is not available on some passbook savings accounts.
- > If you nominate a credit card account, it can only be a Visa or MasterCard credit card. A payment processing fee of 0.55%, GST inclusive, may apply to payments made from a credit card account.
- > If your credit card has reached its expiry date, you must provide Powerdirect with your new details at least three business days prior to the next payment.
- > Bank transaction fees and Government taxes may apply.
- > Payments falling on a non-business day will be deducted from your nominated financial account on the next business day.
- > If your energy account has an overdue amount prior to the Direct Debit agreement commencing, this amount will be debited from your nominated financial account within three business days of the receipt of this authority.
- > If sufficient funds are not available in your nominated financial account at the time of processing a payment, a dishonour fee may be charged by both your financial institution and Powerdirect to cover reasonable administrative and processing costs.
- > Powerdirect may discontinue your Direct Debit arrangement if two consecutive payments are refused by your financial institution. You must then pay your energy bills using another Powerdirect payment option.
- > If you wish to change your Direct Debit agreement (including your bank details), you must provide Powerdirect with a new authority at least three business days prior to the next payment.
- > To terminate your Direct Debit agreement you must notify Powerdirect or your financial institution at least three business days prior to your next payment. If you cancel your Direct Debit authority by notifying your financial institution, you must use your best endeavours to notify Powerdirect as soon as practicable after the cancellation.
- > If you cancel your Direct Debit authority, we will no longer rely on this Direct Debit authority. If you are leaving Powerdirect, a final account will be sent to you and the amount due will be debited from your nominated financial account.
- > Powerdirect reserves the right to, at any time, withdraw this product or stop or change a Direct Debit agreement with 14 days prior notice. In the event that Powerdirect ceases to trade, all payment plans will be cancelled immediately and both you and your financial institution will be notified. Contact Powerdirect Customer Service on **1300 307 966** for assistance or if you have a dispute about any agreement details.