



Sanctuary Energy Pty Ltd Pay Plan – Direct Debit Request

ABN 62 128 995 433

To: Sanctuary Energy Pty Ltd

I / We request that any amounts that may from time to time become due for payment of goods and / or services provided by Sanctuary Energy Pty Ltd, be drawn under the Direct Debit System from my/our account conducted with _____

Supply Address: _____

Account details are:

BSB: _____ Account No: _____

Account Name: _____

I / We acknowledge that this Direct Debit arrangement is governed by the terms of the Pay Plan Client Service Agreement received from:

Name: Sanctuary Energy Pty Ltd

Debit User ID number: 304099

Signature 1: _____

Signature 2: _____

Date: ____/____/____

Sanctuary Energy Pty Ltd Pay Plan - Client Service Agreement

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Our commitment to you,

Drawing arrangements:

- We will advise you, in writing, the details of the Sanctuary Energy Pty Ltd Pay Plan drawing arrangements [amount; frequency; commencement date] at least 14 calendar days prior to the first drawing.
- Where the due date falls on a non business day, we will draw the amount on the next business day.
- We will not change the amount or frequency of drawings arrangements without your prior approval.
- We reserve the right to cancel the Sanctuary Energy Pty Ltd Pay Plan drawing arrangements if three or more drawings are returned unpaid by our nominated Financial Institution and to arrange with you an alternate payment method.
- We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential

Your rights:

- You may terminate the Sanctuary Energy Pty Ltd Pay Plan drawing arrangements at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the due date.
- You may stop payment of a drawing under the Sanctuary Energy Pty Ltd Pay Plan by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the due date.
- You may request change to the drawing amount and/or frequency of Sanctuary Energy Pty Ltd Pay Plan drawings by contacting us and advising your requirements no less than 14 business days prior to the due date.
- Where you consider that a drawing has been initiated incorrectly [outside the Sanctuary Energy Pty Ltd Pay Plan arrangements] you may take the matter up directly with us, or lodge a Direct Debit Claim through your nominated Financial Institution.

Your commitment to us,

Your responsibilities:

- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account, is identical to the account signing instruction held by the Financial Institution where the account is based.
- It is your responsibility to advise us if the account nominated by you to receive the Sanctuary Energy Pty Ltd Pay Plan drawings is transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method if wish to cancel the Sanctuary Energy Pty Ltd Plan drawing.
- It is your responsibility to pay all costs associated with failed payments due to your non-compliance with any of these items.

若你需要口譯員，請致電131 450聯絡翻譯和口譯服務署 (TIS National)，要求他們致電 1800 109 099 聯絡Sanctuary Energy。我們的工作時間是 Mon-Fri 9:00am-5:00pm。

Αν χρειάζεστε διερμηνέα, παρακαλείσθε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο 131 450 και ζητήστε να τηλεφωνήσουν Sanctuary Energy στο 1800 109 099. Οι ώρες λειτουργίας μας είναι Mon-Fri 9:00am to 5:00pm.

Si necesita intérprete, llame al Servicio de Traducción e Interpretación - Translating and Interpreting Service (TIS National) al 131 450 y pídale que llamen a Sanctuary Energy al 1800 109 099. Nuestro horario de atención es Mon-Fri 9:00am to 5:00pm.

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số 131 450 và nhờ họ gọi cho Sanctuary Energy qua số 1800 109 099. Giờ làm việc của chúng tôi là Mon-Fri 9:00am to 5:00pm.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والتفهيمية (TIS National) على الرقم 131 450، والطلب منهم الاتصال بوكالتكم Sanctuary Energy على الرقم 1800 109 099. لوقات عملنا هي Mon-Fri, 9:00am to 5:00pm