

Direct Debit Request Form

Request and Authority to debit

I request and authorise **Progressive Green Pty Ltd (Trading as Flow Power), User ID 635000** to arrange a debit to your nominated account to pay for monthly electricity charges for any amount Progressive Green Pty Ltd has deemed payable by you.

This debit or charge will be arranged by Progressive Green Pty Ltd's financial institution and made through the Bulk Electronic Clearing System Framework (BECS) from *your* nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Your account to be debited

First Name: _____

Last Name: _____

Account Name: _____

Financial institution name: _____

BSB number (Must be 6 Digits): |_|_|_|_| - |_|_|_|_|

Account number: |_|_|_|_|_|_|_|_|_|_|_|_|_|_|

Your contact details

Address: _____

Email: _____

Phone: _____

Confirmation

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request you confirm that:

- you are authorised to operate the nominated account; and
- you have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Request Service Agreement.

Your Signature

Signed in accordance with the account authority on your account:

Signature: _____

Signature (required for Joint Accounts): _____

Contact Details: As Above

Date: _____

Request and Authority to Debit (for a company)

Company Name: _____

ABN/ ARBN: _____

Signing for a company

You must be authorised to sign on behalf of the company AND you must have authority to operate the Company's bank account.

Signature of duly authorised officer: _____

Position held: _____

Name: _____

Address: _____

Email: _____
(Notices will be sent to this email address)

Phone: _____

Date: _____

Second company signatory (if required)

Signature of duly authorised officer: _____

Position held: _____

Name: _____

Address: _____

Email: _____

Date: _____

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Progressive Green Pty Ltd ABN 27 130 175 343 trading as "Flow Power" - User Identification Number 635000 (the Debit User). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

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 Request Service Agreement between *you* and *us*.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

Direct Debit Request means the written, verbal or online request between *us* and *you* to debit funds from your account.

us or **we** means Progressive Green Pty Ltd Trading as "Flow Power", (the Debit User) you have authorised by requesting a Direct Debit Request.

you means the customer who has authorised the *Direct Debit Request*.

your financial institution means the financial institution at which you hold the *account* is maintained you have authorised us to debit.

1. Debiting your account

- 1.1 By submitting a *Direct Debit Request*, *you* have authorised *us* to arrange for funds to be debited from *your account*. The *Direct Debit Request* and this *agreement* set out the terms of the arrangement between *us* and *you*.
- 1.2 We will only arrange for funds to be debited from *your account* if *we* have sent to the email address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due. Progressive Green Pty Ltd Trading as "Flow Power" issues monthly invoices.
- 1.3 If the *debit day* falls on a day that is not a *banking day*, *we* may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Amendments by us

- 2.1 We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen (14) **days** written notice sent to the preferred email or address you have given us in the Direct Debit Request.

3. How to cancel or change direct debits

You can:

- (a) cancel or suspend the Direct Debit Request; or
- (b) change, stop or defer an individual debit payment

at any time by giving at least **5 business days** notice.

To do so, contact us at contact@flowpower.com.au

or

by telephoning us on **1800 359 797** during business hours.

You can also contact your own financial institution, which must act promptly on your instructions.

4. Your obligations

- 4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.
- 4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:
 - (a) *you* may be charged a fee and/or interest by *your financial institution*;
 - (b) we may charge you reasonable costs incurred by us on account of there being insufficient funds; and
 - (c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

5. Dispute

- 5.1 If you believe that there has been an error in debiting *your account*, *you* should notify us directly on contact@flowpower.com.au or **1800 359 797**. Alternatively you can contact your financial institution for assistance.

If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging within a reasonable period for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify you in writing of the amount by which *your account* has been adjusted.
- 5.2 If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

6. Accounts

You should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

7. Confidentiality

- 7.1 We will keep any information (including *your account* details) in *your Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about *you*:
- (a) to the extent specifically required by law; or
 - (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. Contacting each other

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to

Flow Power
Ground Floor
109 Burwood Road
Hawthorn VIC 3122

- 8.2 We will notify *you* by sending a notice to the preferred address or email *you* have given *us* in the *Direct Debit Request*.

Any notice will be deemed to have been received on the second *banking day* after sending.