



# Direct Debit Request

**Please complete the form, then print, sign and return it to the Credit Department via email, fax or post.**

This Direct Debit Request (DDR) is for the Electricity/Gas agreement/contract between Shell Energy Retail ABN 87 126 175 460 (Shell Energy or We) and the customer described below (Customer or You). This form authorises Shell Energy to debit your nominated account.

## Direct Debit Request

The Customer requests Shell Energy, Debit User I.D. 446238 until further notice in writing, to debit the account described below, with the monthly Direct Debit amount. This Direct Debit Arrangement supersedes any prior payment arrangements you entered into with Shell Energy.

## Customer Details

If you receive invoices for more than one account, please include account details below.

1. Account Number	
Name of Account	
2. Account Number	
Name of Account	
3. Account Number	
Name of Account	
4. Account Number	
Name of Account	

## Direct Debit Start Date

Please nominate the date you would like your direct debit arrangement to commence:

## Customer Bank Account Details

Name of Financial Institution	
Address of Financial Institution	
Account Name	
BSB	Account Number

## Direct Debit Amount

<input type="checkbox"/>	Deduct full amount invoiced by Shell Energy on the due date of each electricity/gas account and send a statement for the Customer's records. If the due date falls on a day that is not a business day, Shell Energy may deduct the full amount on the prior business day; or
<input type="checkbox"/>	Deduct full amount invoiced by Shell Energy ____ day(s) before the due date of each electricity account and send a statement for the Customer's records. If the nominated day is not a business day, Shell Energy may deduct the full amount on the prior business day (for Electricity Customers only).



## Direct Debit Acknowledgement

You understand and acknowledge that:

1. Your nominated financial institution may in its absolute discretion decided the order of priority of payment by it and any moneys pursuant to this request or any authority or mandate.
2. The financial institution may, in its absolute discretion, at any time by notice in writing to us, terminate this request as to future debits.
3. Debits from the nominated account will be deducted according to the option selected in this form being either:
  - a. the due date of the Electricity/Gas bill; or
  - b. the number of days before the bill due date nominated by you. If the nominated day is outside your payment terms, or falls on the bill issue date, the debit to your account will occur on the next business day after the bill issue date.
4. If the debit day falls on a day that is not a business day, Shell Energy may direct your financial institution to debit your account on the prior business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.
5. If you are uncertain whether sufficient cleared funds will be available to meet the direct debit, you will contact the financial institution directly and ensure that sufficient cleared funds are available.
6. You can modify or defer this regular Direct Debit Request at any time by giving Shell Energy 14 days notice, in writing. You need to do this by the first day of the month for the change you are requesting to take effect in that month.
7. You can stop or cancel your regular Direct Debit Request at any time by giving Shell Energy or your financial institution 14 days notice in writing. You need to do this by the first day of the month for cancellation to take effect in that month.
8. If at any time you believe that a Direct Debit against your nominated account is inappropriate or wrong it is your responsibility to notify Shell Energy or your financial institution as soon as possible.
9. Direct Debiting through BECs (Bulk Electronic Clearing system) is not available on all accounts. You can check your account details against a regular statement or check with the financial institution as to whether you can request a direct debit from your account.
10. It is your responsibility to ensure that there are sufficient cleared funds in your nominated account to honour this Direct Debit Request. You understand that the Direct Debit Request will be automatically cancelled if two Direct Debit payments are dishonoured because of insufficient funds within a 12 month period. Shell Energy will give you 14 days notice in writing if we intend to cancel your Direct Debit Request.
11. If there are insufficient cleared funds in your nominated account to meet a Direct Debit payment:
  - a. you may be charged a dishonour fee by your financial institution;
  - b. you may also incur fees and/or charges imposed or incurred by Shell Energy; and
  - c. you must arrange for the applicable payment to be made by another method or arrange for sufficient cleared funds to be in your account by an agreed time so Shell Energy can process the Direct Debit payment.
12. Shell Energy may need to pass on details of your Direct Debit Request to our sponsor bank in BECs to assist with the checking of any incorrect or wrongful debits to your nominated account.

## Signed by Customer's Authorised Representative

Company Name		ABN	
Company Phone		Company Email	
Name		Name	
Signature		Signature	
Date		Date	

## Please return the signed form to

Information is collected, used, stored and disclosed in accordance with our Privacy Policy, available at [shellenergy.com.au/privacy-policy](http://shellenergy.com.au/privacy-policy)

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Fax	07 3221 2963		