



Request and Authority to credit the account named below to receive funds from **BESY Energy**

ABN - 64612341849

Credit Request and Authorisation

Last Name or Company Name

First Name or ABN

'you'

BESY Customer Number (80000xxxx)

Request and authorise **BESY Energy** to arrange, through its own financial institution, a credit to your nominated account any amount **BESY Energy** has deemed payable to *you*.

This credit or deposit will be made to *your* account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Credit Service Agreement.

Nominated Account Details

Name of Financial Institution

Address of Financial Institution

Name of Account to be credited

BSB

Account Number

Acknowledgement

By signing and/or providing us with a valid instruction in respect to your Credit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **BESY Energy** as set out in this Request and in your Credit Service Agreement.

Account Signatures

Signature

Signature

Name of signatory

Name of signatory

Date

Date

Credit Service Agreement



The following is your Credit Service Agreement with **BESY Energy (ABN – 64612341849)**. The agreement is designed to explain what your obligations are when undertaking a Credit arrangement with us. It also details what our obligations are to you.

We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Credit Request and should be read in conjunction with your Credit Request form.

Definitions

- **account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be credited.
- **agreement** means this Credit 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.
- **credit day** means the day that payment by *us* to *you* is due.
- **credit payment** means a particular transaction where a credit is made.
- **credit request** means the Credit Request between *us* and *you*.
- **us** or **we** means **BESY Energy** *you* have authorised by signing a *credit request*.
- **you** means the customer who signed the *Credit Request*.
- **your financial institution** means the financial institution nominated by *you* on the Credit Request at which the *account* is maintained.

1. Crediting your account

By signing a *Credit Request*, *you* have authorised *us* to arrange for funds to be credited to *your account*. *You* should refer to the *Credit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.

We will only arrange for funds to be credited to *your account* as authorised in the *Credit Request*. We will do so in our own capacity, or as authorised by an entity or organisation for whom we act.

If the *credit day* falls on a day that is not a *banking day*, we may credit *your account* on the following *banking day*.

2. Amendments by us

We may vary any details of this *agreement* or a *Credit Request* at any time by giving *you* at least fourteen **(14) days'** written notice.

3. Amendments by you

You may request a change to a credit payment, or terminate this agreement by providing *us* with at least fourteen **(14) days'** notification by writing to: **connect@besy.energy** or **BESY Energy Customer Help, Level 6, 123 Eagle Street, Brisbane QLD 4000** or by telephoning *us* on **1300 25 25 04** during business.

4. Your obligations

Your eligibility for funds to be credited to *your account* is subject to your conformance with the BESY Energy Platform requirements, any agreement between *us*, and *your* conformance with any rules, regulations, or contractual arrangements *you* have with an entity or organisation for whom we act.

You should check *your account* statement to verify that the amounts credited to *your account* are correct.

5. Dispute

If *you* believe that there has been an error in crediting *your account*, *you* should notify *us* directly on 1300 25 25 04 and confirm that notice in writing with *us* as soon as possible so that we can resolve your query more quickly.

If we believe that there has been an error in crediting *your account*, we will notify *you* in writing of the amount as soon as possible and provide *you* evidence of the error. If the error results in an additional credit being payable, we will arrange for payment to occur as soon as practical. If the error results in a debit amount, it will be carried forward to the next period.

6. Accounts

You should check *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement.

7. Confidentiality

We will keep any information (including *your account* details) in *your Credit 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.

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. Notice

If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write **connect@besy.energy** or **BESY Energy Customer Help, Level 6, 123 Eagle Street, Brisbane QLD 4000**

We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Credit Request*.

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