



the future of energy is 'benergy'

Direct Debit Terms and Conditions

This agreement is with BEfficient by gsi Pty Ltd trading as ("benergy") which outlines the terms and condition to you as a Direct Debit customer and your rights and responsibilities with us in relation to the sale of electricity.

benergy Direct Debit Terms and Conditions:

Your Responsibility:

1. Ensure that your bank/financial institution have or accept direct debit from your nominated account.
2. Ensure that the account information provided is correct.
3. Ensure there are adequate funds made available in your account to honor the direct debit.
4. Ensure you notify us on telephone 1300 761 390 or email at admin@benergy.net.au of any change/s made to your master card/visa card.
5. Ensure all the bills due are paid on the due date through other payment means if direct debit is cancelled.
6. If there are insufficient clear funds in your account to meet a debit payment:
 - a. You may be charged a fee/interest by your financial institute.
 - b. You must arrange for the debit payment to be made through any other means or should make arrangements of the sufficient clear funds available in your account by an agreed time so that we can process the debit payment.
7. Ensure that you check your bank statement to verify the debited amount is correct.



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Our Obligation:

1. We will ensure that all your Direct Debit information is kept private and confidential.
2. If you have any unpaid bills prior to the authorization of the direct debit, we will deduct the overdue amount either on the same day or the following day unless alternative date is agreed with you.
3. We will arrange and deduct amount outstanding due payable as and when they fall due in accordance with the direct debit authorization request.
4. If direct debit payment falls due on the weekend or a public holiday, we will deduct the billable amount on the following business day.
5. We will allow you at least fourteen (14) days' notice if and when any changes are made to this agreement.
6. We will automatically halt the direct debit payment after your final bill is deducted and you cease to be our customer.

Privacy Policy

benergy has requested your personal information primarily to set up your direct debit. benergy will not set up your direct debit if you fail to provide all the required information. Your personal details will be handled with due diligence and care and with benergy Privacy Policy or in accordance with the law. If you wish to avail your personal information, you may contact benergy via email at admin@benergy.net.au or via call on 1300 761 390.