

Welcome to Veeve, thanks for choosing us.  
Please select service/s to connect.

Questions, comments?  
1300 725 738 or veeve.com.au

Electricity  Gas  Hot Water

**1. Customer details**

Title  Mr  Mrs  Miss  Ms  Other \_\_\_\_\_

First Name \_\_\_\_\_ Surname \_\_\_\_\_

Phone \_\_\_\_\_ Mobile Phone \_\_\_\_\_

Email \_\_\_\_\_ Date of Birth \_\_\_\_\_

Do you require electricity for life support reasons?  Yes  No

**2. Property (supply) address**

Apt/Unit no. \_\_\_\_\_ Street Address \_\_\_\_\_

Suburb \_\_\_\_\_ State  Postcode

**3. Postal address**

Same as supply address, or:

Apt/Unit no. \_\_\_\_\_ Street Address \_\_\_\_\_

Suburb \_\_\_\_\_ State  Postcode

**4. Commencement date**

Commencement is the first day you'll be receiving energy from Veeve Energy Pty Ltd. (We will contact you and confirm when this will be).

Commencement Date:  /  /

**5. How we will bill you**

Your monthly accounts will be emailed to you.

Do you require bills to be posted to you?  Yes  No

To receive bills by post, there is a \$3.00 surcharge per bill.

**6. Which direct debit agreement would you prefer?**

Pay by Bank Account

Name of Financial Institution/Bank \_\_\_\_\_

Name of Account to be debited (the nominated account) \_\_\_\_\_

Branch \_\_\_\_\_

BSB

Account No

Pay by Credit Card

Credit Card Type  VISA  MASTERCARD  
 AMEX (2.5% surcharge applies)

Name on Credit Card \_\_\_\_\_

Credit Card Number \_\_\_\_\_

Expiry Date  /  CVV

3 DIGITS FROM REAR OF VISA/MASTERCARD  
4 DIGITS FROM FRONT OF AMEX

**7. Authorisation**

We request and authorise Veeve Energy Pty Ltd ABN 37 266 501 051, Debit ID 397351 to arrange, through its own financial institution, a debit to your nominated account any amount Veeve Energy Pty Ltd has deemed payable by you.

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

By completing and returning this Supply of Services and Direct Debit Request (Residential), You:

a) acknowledge that you have been provided with a copy of Veeve Energy's standard terms and conditions for the supply of services and you agree to be bound by those terms and conditions; and

b) agree to be bound by the Direct Debit Service Request Terms and Conditions annexed to this form.

By signing this form, you warrant that you are an authorised signatory to the bank or credit card account nominated above. If your nominated bank account requires more than one person to sign, all account holders must complete and sign this form. If you are signing on behalf of a company, you warrant that you have the authority to enter into this agreement for and on behalf of that company.

Signature \_\_\_\_\_

Date  /  /

## Veeve Energy

### Direct Debit Service Terms & Conditions

#### Direct Debit Service Request Agreement

- a. We will advise you in writing of the details of the Direct Debit Drawing arrangement (rates, frequency, and commencement date) prior to the first drawing.
- b. If the due date is a non-business day, we will draw the amount on the next business day. If you are unsure about which day your nominated account has or will be debited, you should contact your financial institution.
- c. We will give you at least 14 days' notice in writing of any changes to the terms of the arrangement including any changes to the nominated amount.
- d. We reserve the right to cancel the Direct Debit arrangement if two or more drawings are returned unpaid.
- e. You can request that the next scheduled drawing be deferred, altered or stopped by giving us at least 2 business days' notice prior to the next scheduled drawing. You may also stop a scheduled drawing by contacting your financial institution.
- f. We will keep your records and nominated account details confidential. We will only disclose this information to the extent required by law or for the purposes of this agreement (for example, we may be required to provide information to our bankers in connection with a claim or query made by you).
- g. Our liability to you for any losses suffered by you as a result of an act or omission by us is limited to debiting your nominated account correctly and refunding you any amounts if necessary.
- h. You may vary or terminate this Direct Debit arrangement by giving us at least 5 days prior notice. You may also contact your financial institution if you wish to terminate this Direct Debit arrangement. After cancellation, your payments must be made in accordance with our supply and sale agreement.
- i. If a drawing is returned unpaid, we may reverse any related payment to your account and request that you find an alternative method of payment. We may charge you a fee for any drawing dishonoured by your financial institution.
- j. It is your responsibility to ensure that you have sufficient cleared funds in your nominated account to meet a drawing on its due date. You must arrange with us a suitable payment alternative if you're nominated account is transferred or closed.
- k. You should check with your financial institution that direct debiting is available on your nominated account as direct debit is not available on all accounts offered by financial institutions. You should also check the details of your nominated account against a recent account statement. If you are unsure of these details, please check with your financial institution.
- l. In the event that you disagree with any debit made under this arrangement with us, please contact us immediately. We will investigate your claim and will immediately refund you any amount which we determine we have incorrectly deducted. If you are unhappy with the outcome of our investigation, you may also contact your financial institution.
- m. You may contact us on 1300 725 738 or write to us at P.O. BOX 131 Moorabbin, VIC 3189
- n. In this agreement, a term defined in the Veeve Energy Direct Debit Request has the same meaning in this agreement and "we", "us" or "our" means Veeve Energy Pty Ltd ABN 37 266 501 051.

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