

HANDY PAY™

ELGAS

The easy way to pay your Elgas bill...

Elgas HandyPay is a system that lets you pay your Elgas bill automatically from your nominated bank account. It offers complete flexibility, including start date and bill cycle, and it allows you to track your payments on your regular bank statements.

With HandyPay, you'll never forget to pay your bill - and there are no charges from Elgas for the service.*



What is Elgas HandyPay?

HandyPay is a direct debit system that allows you to authorise your bank to pay your Elgas bill automatically each time it is due. We also allow you to choose the frequency and start date.

How does HandyPay benefit me?

It is safe, easy, efficient and convenient. Payment can be made even if you are on holidays, and the payment won't get lost or delayed in the mail (no service interruptions due to overdue accounts).

How does HandyPay's direct debiting work?

At the end of each month Elgas determines how much you owe on your account. The amount is divided by your chosen payment cycle (weekly, fortnightly or monthly) and your nominated account is debited accordingly.

How much will it cost me to use HandyPay?

Elgas will not charge for this service, however, normal Government bank transaction charges may apply.

Will I still receive an invoice on delivery?

Yes, you will continue to receive your Elgas Invoice – just as you do now.

What happens if I don't have enough funds or I want to leave HandyPay?

Simply call your local Elgas branch on **131 161** three days prior to when your HandyPay payment falls due, and one of our staff will make alternative arrangements as possible.

How safe and private is HandyPay?

Very safe and very secure. Elgas is committed to complying with the privacy legislation and your privacy is of the utmost importance to Elgas.

Elgas Direct Debit Service Agreement

This Service Agreement, Direct Debit (Handy Pay) application, Budget Billing and Easy Payment Plan establish the terms and conditions of your Direct Debit Agreement.

1. If you are applying for Direct Debit with payments from a bank account, an account with a credit union, or from a credit card, then you authorise your financial institution and Elgas (User ID 012467) to charge all amounts payable in relation to your Elgas account to the nominated account or the credit card.
2. By selecting:
 - 2.1. Direct Debit Weekly, you authorise us to debit the balance due in your Elgas account every week starting from the advised date;
 - 2.2. Direct Debit Fortnightly, you authorise us to debit the balance due in your Elgas account every fortnight starting from the advised date;
 - 2.3. Direct Debit Monthly, you authorise us to debit the balance due in your Elgas account every month starting from the advised date;
3. Please ensure that your Financial Institution can support Direct Debit on your nominated account(s). We require your Financial Institution's BSB number and Account number as shown on your statement. For credit cards, we'll need card type, card number and the cardholder's name. We will validate your credit card details with your card provider prior to the commencement of your Direct Debit facility.
4. Should your Financial Institution, Branch, Account number or credit card details change, please let us know at least 3 business days prior to when your Direct Debit Payment falls due. Failure to do so may result in payment dishonor, and a dishonour fee may apply.
5. You must ensure that you have sufficient funds in your account or credit card to honour the payment. If there are insufficient funds, a dishonour fee may apply. This may also affect the continued supply of product.
6. If you have a dispute regarding your Direct Debit arrangement or want to alter or cancel this arrangement, or want to dispute, stop or defer a specific Direct Debit payment, please contact us at least 3 business days prior to when your Direct Debit payment falls due. If you do not contact us, the payment will be made from your account. You may raise a dispute in relation to the payment once it is paid. However, you may not have access to those funds during the resolution of the dispute.
7. If the due date of your Direct Debit Payment falls on a Public Holiday or a non-business day then the Direct Debit will take place by the next business day.
8. We may cancel this Direct Debit arrangement at any time. This may occur, for example, in the instance of dishonoured or rejected payments, or if we reasonably consider that fraudulent information has been provided in relation to your Direct Debit arrangement. In such an event you will be notified and an alternative method of payment will then need to be arranged.
9. The personal information requested is required to set up your Direct Debit arrangement. Failure to provide the information will mean Elgas is unable to complete your request. Your personal information will be handled in accordance with our Privacy Policy or otherwise as required by law. A copy of our privacy policy can be found on our website www.elgas.com.au
10. We may change any of the terms of this agreement;
 - 10.1. If the change will benefit you or is of neutral impact on you, we can make the change immediately and are not required to notify you.
 - 10.2. If the change is required by law, or it is necessary for security reasons, to prevent fraud or for technical reasons (these are called "urgent changes"), we can make this change as soon as possible, but we will try to give you 3 days prior notice of the change. Sometimes, due to the nature of the change, we may not be able to give you 3 days prior notice but we will give you as much notice as we reasonably can.
 - 10.3. If we reasonably consider that the change will have a major negative impact on the majority of our customers using this payment arrangement, and the change is not an urgent change as described above, we will give you at least 30 days prior notice of the change.
 - 10.4. If we reasonably consider that the change will not have a major negative impact on the majority of our customers using this payment arrangement, and the change is not an urgent change as described above, we will give you at least 14 days prior notice of the change.
11. All correspondence relating to this Direct Debit arrangement will be forwarded to the address of the Elgas account holder. Information you provide to us will be dealt with in accordance with applicable laws and the Elgas Privacy Policy as amended from time to time. Elgas may use and/or disclose your information to your Financial Institution in order to process payments and to investigate any possible incorrect payment.

Thank you for taking the time to read this information about HandyPay.

To help make your life easier, please complete the HandyPay form inside and send it to:
(No stamp required)

Elgas Ltd
Reply Paid 86857
PO Box 1110
BLACKTOWN NSW 2148
Or drop into your local branch

www.elgas.com.au

**You can also sign up for
Direct Debit online.
Just go to: elgas.com.au/direct**

ELGAS

SECTION 1 - Personal Details

Customer Name:

Your Elgas Customer No.: Promo Code: (If applicable)

Address for Correspondence:

OFFICE REFERENCE No (for office use only)
 Entered by: _____
 Date: _____

Phone: Mobile:

Email:

SECTION 2 - Bank or Credit Union

NOTE: Please complete section 2 or section 3. Do not fill in both sections!

Dear Sir/Madam,
 I / We [Name in full (Please use block letters)]

Company Name

Surname Given names

Authorise you until further notice in writing to debit to my/our account described in the schedule below, any amounts which Elgas Limited, A.C.N. 002 749 260 "The User (ID 012467) may debit or charge me/us through the Direct Debit System (HandyPay) I/We acknowledge that:
 1. The Bank may in its absolute discretion determine the order of priority of payment by it of any moneys pursuant to this Request on any authority or mandate.
 2. The bank may in its absolute discretion at any time by notice in writing to me/us terminate this Request as future debits.
 3. Elgas may, by prior arrangement or advice to the applicant/s, vary the amount and/or frequency of future debits.

(A) Name of Bank

(B) Bank Address (Where account held)

 Postcode

Suburb/State

(C) Name/s Account is in

(D) BSB Number (E) Account Number

Using this cheque as a guide, please complete all account details as shown on your account.

(A) YOUR BANK	____ / ____ / ____
(B) Address of your bank	\$ _____
Pay	_____
The sum of	_____
(C) John Citizen	_____
009654	603-808 456 894 587
	(D) (E)

SECTION 3 - Credit Card Details

Card Type: Visa Mastercard

Card Number: * Expiry Date:

Cardholder's Name:

Signature:

*For security reasons, Elgas will contact you directly to obtain the first masked 12 digits of your credit card.

SECTION 4 - Direct Debit Timing

(Please Tick One)

Weekly START DATE

Fortnightly START DATE

Monthly Day of Month (1-28) START DATE

Customer Signature If a joint account both signatures will be required. If a company, partnership or other organisation, an authorised signatory must sign and print their name.

I/We also accept Elgas Direct Debit Service Agreement.

CUSTOMER/S SIGNATURE _____

CUSTOMER/S SIGNATURE _____

DATE _____