

What is Elgas HandyPay?

HandyPay is our way of making your life a lot easier. 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, often called "direct debiting". All you need do is complete and sign the form in this brochure and Elgas, working with your bank, will do the rest for you.

Why is Elgas offering HandyPay?

Elgas offers HandyPay to make paying your bills easier and faster. It also allows you to track your payments through your bank statement, and guarantees that all your invoices are paid.

How does HandyPay benefit me?

It's safe, easy, efficient and convenient. Payment can be made even if you are on holidays (no more service interruptions because of overdue accounts), and the payment won't get lost or delayed in the mail. It's all automatic, and you also have a receipt record of your payments. They'll now appear on your regular bank statement.

How does HandyPay's direct debiting work?

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

How can I join HandyPay?

You must have a bank account that HandyPay can access - a cheque account, statement type savings account or debit credit card. (HandyPay cannot be used with passbook accounts. If you're not sure, ask your bank or contact us at Elgas). Complete the form in this brochure and send it to the Freepost address on the back of the form. Elgas will then commence debiting your nominated account accordingly.

When will the payment be deducted?

The payment will be deducted on the nominated start date and then on the cycle you have nominated in your application.

How much will it cost me to use HandyPay?*

Elgas will charge nothing for this service. Normal Government bank transaction charges may apply.

Will I still receive an invoice on delivery?

Yes, you'll still receive your Elgas invoice on delivery - just as you do now. All you need to do is ensure you have enough funds in your bank account to cover the invoice amount. HandyPay does the rest.

What happens if I don't have enough funds?

Elgas will do everything it can to assist you. Call us at least two business days before the due date to stop the direct debit. Don't leave it until a payment is rejected. If there are insufficient funds in your nominated account, your bank may charge a dishonour fee. Elgas reserves the right to discontinue HandyPay at any time.

How safe and private is HandyPay?

Very safe and very secure. Only a limited number of authorised Elgas staff have access to your banking details. Elgas may obtain from, and provide to third parties information about your credit worthiness and payment record. Elgas is committed to complying with privacy legislation and your privacy is of the utmost importance to us.

Will I still be able to question my account?

Certainly, if you want to enquire about an invoice, all we ask is that you contact us within seven days of receiving that invoice.

What happens if there is a dispute?

Elgas will work hard to solve the problem. If it's our mistake we'll adjust the HandyPay debit amount, if the bank has already debited the amount, we'll issue an immediate credit to your Elgas account.

Can I leave HandyPay at any time?

Yes, you can. Simply call your local Elgas branch on 131 161 and we'll remove you off HandyPay, providing another payment method is arranged. A minimum of two business days notice is required for HandyPay cancellations.

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)

**Freepost 42 Blacktown
Elgas Limited
PO Box 1110
Blacktown NSW 2148**

Or drop into your local branch

If you have any further questions, please don't hesitate to call your nearest Elgas branch on
131 161

ELGAS

www.elgas.com.au

ELGAS

**HANDY
PAY™** *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.*

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Life's easier with Elgas

SECTION 1 - Personal Details

Customer Name:

Your Elgas
Customer No.:
(if applicable)Address for
Correspondence:OFFICE REFERENCE No
(for office use only)

Entered by: _____

Phone:

Mobile:

Date: _____

Email:



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

SECTION 2 - Bank or Credit Union

Dear Sir/Madam,

I / We [Name in full (Please use block letters)]

Company Name

Surname

Given names

Request 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:

- 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.
- The bank may, in its absolute discretion at any time by notice in writing to me/us terminate this Request as future debits.

A) Name of Bank**B)** Bank Address
(Where account held)

Suburb/State

Postcode

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	\$
C)	John Citizen	456 894 587
	603-808	
	009654	

SECTION 3 - Credit Card Details

Card Type:

Visa

Mastercard

Card Number:

Expiry Date:

Cardholder's Name:

Signature:

SECTION 4 - Direct Debit Timing

(Please Tick One)

Weekly

Day of the week (Mon-Fri)

M	T	W	T	F
<input type="checkbox"/>				

START DATE

Fortnightly

Day of the week (Mon-Fri)

M	T	W	T	F
<input type="checkbox"/>				

START DATE

Monthly

Day of Month (1-28)

M	T	W	T	F
<input type="checkbox"/>				

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.

CUSTOMER/S SIGNATURE _____

CUSTOMER/S SIGNATURE _____

DATE _____