

PART 1: FOR APPLICANT'S COMPLETION (Please send completed forms to us)

Please do not use any correction tape or make any cancellation

Date:

Name of Billing Organisation("BO"):

DIAMOND ENERGY MERCHANTS PTE LTD

To: My/Our Bank ("Bank")

- a) I/We hereby instruct the bank to process the BO's instructions to debit my/our account.
- b) The Bank is entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. The Bank may also at its discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
- c) This authorisation will remain in force until
- (i) the Bank's written notice sent to my/our address last known to the Bank;
 - (ii) upon the Bank's receipt of my/our written revocation; or
 - (iii) upon the Bank's receipt of the notice of expiry from Diamond Energy Merchants Pte Ltd

My/Our Name(s) As in Bank Account

My/Our Contact (Tel/Fax) Number(s):

My/Our Account Number:

My/Our Company Stamp/Signature(s)/Thumbprint(s)*

(As in Financial Institution's records)

PART 2: FOR BILLING ORGANISATION'S COMPLETION

Swift BIC

Billing Organisation's Account No

UOVBSGSGXXX

4513085898

Billing Organisation's Customer Ref No

Swift BIC

Account No. To Be Debited

PART 3: FOR FINANCIAL INSTITUTION'S COMPLETION

TO: BILLING ORGANISATION

This Applicant is hereby REJECTED (Please tick ✓) for the following reason(s):

- | | |
|---|--|
| <input type="checkbox"/> Signature/thumbprint# differs from Financial Institution's records | <input type="checkbox"/> Wrong Account Number |
| <input type="checkbox"/> Signature/thumbprint# incomplete/unclear# | <input type="checkbox"/> Amendments not countersigned by |
| <input type="checkbox"/> Account operated by signature/thumbprint# | <input type="checkbox"/> customer Others |

Name of Approving Officer

Authorised Signature

Date

Please delete where inapplicable

* For thumbprints, please go to the branch with your identification

Diamond Energy Merchants Pte Ltd ("Diamond Electric")

1 CleanTech Loop, #02-08 Cleantech One, Singapore 637141

Tel. 6 - DIAMOND (6342 6663) | Fax. 6242 3638

Company Reg. No. 201116636N

Electricity Retail Licence No. EMA/RE/009

Website: www.Diamond-Electric.com.sg

Notes on GIRO application

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method, here are some answers to the most frequently raised questions on GIRO:

How do I get started?

Complete Part 1 of this GIRO application form, with your customer/account/bill number. Send it back to us at:

Diamond Energy Merchants Pte Ltd ("Diamond Electric")

1 CleanTech Loop, #02-08 Cleantech One, Singapore 637141

How long do I need to wait before my GIRO arrangement is effective?

Continue paying by cash or cheque for all your bills until your GIRO arrangement is effective.

Your GIRO application is only effective when the statement 'Total charges will be deducted from your bank account on ddmmYYYY' appears on your bill.

Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay another party?

Yes, you can by stating his/her name and address, and the customer/account/bill number on the GIRO form.

When will the GIRO deduction be made?

A deduction will only be made from your bank account on the due date shown on your bill each month. The amount deducted will be reflected in your bank statements and monthly bills.

What happens if there are insufficient funds in my bank account?

We will send you a letter to inform you to pay by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date. We will terminate your GIRO if we are unable to make GIRO deductions after 3 consecutive attempts. **Please note that some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds which will be borne by you.**

Can I set a payment limit on my GIRO deduction?

Yes, you can, but you should ensure that the limit is sufficient to pay for all charges for subscriptions and any other services, including GST. If the amount on your bill exceeds the limit, no deduction will be made from your bank account. You will then need to pay your bill by cheque or bank transfer before the due date.

What happens to my GIRO arrangements that are no longer used?

You should review all your GIRO arrangements periodically and terminate those arrangements that are no longer required with your bank.

Please call Diamond Energy Customer Service Hotline

at **6-DIAMOND (6-3426663)** for any enquires.

Diamond Electric reserves the right to add, amend and/or modify these terms at its sole discretion at any time without giving any reason thereof and providing you sufficient notice.

Customer Service Hotline
6 - DIAMOND
6 - 3 4 2 6 6 6 3

Powering Singaporean Homes and Business