

Direct debit service agreement

This agreement outlines our commitment to you as a direct debit customer and your rights and responsibilities. The details of your direct debit payment arrangement are contained in your Direct Debit Request Form.

This direct debit payment arrangement will supersede any prior payment arrangements you may have entered into with us.

Our commitments to you

1. If a direct debit payment falls due on a Saturday, Sunday or public holiday, we will debit the payment amount on the next business day.
2. We will keep information about your nominated financial institution or credit card account confidential, except where required by law or to effect the direct debit payment arrangement or for a related dispute or claim. We will take reasonable steps to protect personal information held by us against loss and against unauthorised access, use, modification or disclosure.
3. We are committed to maintaining the privacy of your personal information. Our privacy policy can be found at sumo.com.au/privacy, and contains information about how you may access your personal information or seek to have it corrected, how you may complain about a breach of the Australian Privacy Principles and how we will deal with a complaint.
4. We may change the terms of this Direct Debit Service Agreement, but will give you at least 14 days notice before we do. We will not change the amount or frequency of your direct debit payments without your agreement.
5. We will cancel your direct debit payment arrangement if you are no longer a customer of Sumo.
6. We may also cancel your direct debit payment arrangement if two consecutive direct debit payments are dishonoured or returned unpaid by your financial institution or credit card issuer.
7. If a retailer of last resort event occurs and we cease to be your energy and/or telco retailer, we will immediately cancel your direct debit payment arrangement and will promptly notify both you and your financial institution of that cancellation.

Your rights

8. You may end the direct debit payment arrangement at any time by calling or writing to us or your financial institution at least 4 business days before your next payment date. If you do, we will use our best endeavours to notify your financial institution as soon as practicable.
9. You may stop or defer a particular payment, change the amount and frequency of your payments, or change your bank account or personal details by calling or writing to notify us. You will need to notify us at least 14 days prior to your next payment date.
10. If you consider a payment has been initiated incorrectly, or there is a discrepancy in a payment amount, please contact us immediately so we can address your query.

Your commitments to us

11. It is your responsibility to ensure the nominated account or credit card information you supplied us is correct. You will need to ensure your nominated bank account can accept direct debits through the Bulk Electronic Clearing System (BECS) or your nominated credit card is current and valid.
12. You must ensure there are sufficient funds or credit in the nominated account to meet each payment on its due date.
13. You must notify us if your nominated account is transferred or closed or if you terminate the direct debit payments by notifying your financial institution. For credit cards, you must notify us of any changes to the card details or suspension or cancellation of your card.
14. If the direct debit payment arrangement ends, you must arrange a suitable alternate payment method. Payment options are shown on your Sumo bill or at sumo.com.au/paying-my-bill
15. It is your responsibility to check the amounts debited in your account statement provided by your financial institution or credit card issuer.

Fees and charges

16. We will notify you if any scheduled direct debit payment fails (which may arise if there are insufficient clear funds or credit in your nominated account, or you gave us incorrect account details). If this happens, we may charge you a fee to cover costs incurred.