

Flo Direct Debit Request

Last updated 22 May 2025

Date	
Full name	
Flo Account Number	
Company name	
ABN (ACN if ABN unavailable)	

Bank Account Details

Please submit one Direct Debit Request Form for each Flo account you have.	
BSB	
Account number	
Account name	
Signature of authorised signatory/signatories	

By signing the Direct Debit Request, you authorise Flo Energy Australia Pty Ltd ACN 664 209 330, Direct Debit User ID number 655366 ("Flo"), to debit funds owing to Flo from your nominated financial institution account ("**nominated account**") through the Bulk Electronic Clearing System. You certify that you are either an account holder or an authorised signatory on the abovementioned nominated account. If the nominated account is a joint account, please ensure all signatories sign above. The details of the direct debit arrangements are contained in this Direct Debit Request and the Direct Debit Request Service Agreement.

Direct Debit Request Service Agreement

Changes and Notification

You will receive at least 14 days' written notice of any changes to the terms of the Direct Debit Request.

Confidentiality and Data

Flo will keep all information in your Direct Debit Request confidential and will manage, collect, use and disclose your personal information in accordance with our [Privacy Policy](#), which is available on our website. Flo will only disclose information about you to the extent required by law or for the purposes of this agreement.

Processing and Due Dates

If the due date falls on a non-business day, the debit will be processed on the next business day.

Your Responsibilities

It is your responsibility to:

- 1.1. Ensure your nominated account can accept direct debits.
- 1.2. Ensure sufficient clear funds are available in the nominated account on the due date.
- 1.3. Notify Flo immediately if the nominated account has been transferred, closed, or if its details have changed.

- 1.4. Arrange an alternative payment method if the Direct Debit Request is cancelled.
- 1.5. Ensure all authorised signatories on the nominated account authorise the Direct Debit Request.
- 1.6. Complete this form and return it electronically to hello@floenergy.com.au to ensure your request is processed.

Changing the Direct Debit Request

Subject to the terms and conditions of your nominated account, you may alter the direct debit arrangements by notifying Flo at least five business days before the debit date by contacting us on 1800 573 388. Changes may include:

- 1.1. Changing your nominated account number.
- 1.2. Deferring a debit.
- 1.3. Cancelling the Direct Debit Request.

Disputes

If you believe there has been an error in debiting your account, notify us as soon as possible by contacting us on 1800 573 388 or via email at hello@floenergy.com.au. We will notify you in writing of our determination and the amount of any adjustments (if any) that will be made to your account. You can also contact your financial institution directly.

Cancellation and Dishonour Fees

Flo reserves the right to cancel the Direct Debit Request if two consecutive debits are dishonoured by your financial institution, and you must then arrange an alternative payment method with us. Refer to the terms and conditions of your nominated account for dishonour fees. Flo may also charge you dishonour fees.