

CONDITIONS OF DIRECT DEBIT AUTHORITY

1. Mercury NZ Ltd (THE INITIATOR) has authority to direct debit using ANZ authority 0121056
 - a. Has agreed to give advance written notice of the net amount of each direct debit, and the date of debiting, at least 5 business days before the date the direct debit deduction will be initiated on.
 - b. Has agreed to give advance written notice of the net amount of each direct debit, and the date of debiting at least 10 business days, but not more than 2 calendar months, before the date the direct debit will be initiated for all subsequent deductions.

The advance notice will include confirmation that the total due, less any payments received since the date of the invoice, will be deducted from your Bank account on the due date.

*This date will be at least two days prior to the due date to allow for amendment of direct debits.
 - c. May, upon the relationship which gave rise to this Authority being terminated, give notice to the Bank that no further direct debits are to be initiated under the Authority. Upon receipt of such notice the Bank may terminate this Authority as to future payments by notice in writing to me/us.
2. THE CUSTOMER MAY:
 - a. At any time, terminate this Authority as to future payments, by giving written notice of termination to the Bank and notifying the Initiator.
 - b. Stop payment of any direct debit to be initiated under this authority by the Initiator, by giving written notice to the Bank prior to the direct debit being paid by the Bank.
3. THE CUSTOMER ACKNOWLEDGES THAT:
 - a. This Authority will remain in full force and effect in respect of all direct debits passed to my/our account in good faith, notwithstanding my/our death, Bankruptcy, or other revocation of this Authority, until actual notice of such event is received by the Bank.
 - b. In any event this Authority is subject to any arrangement now, or hereafter existing, between me/us and the Bank in relation to my/our account.
 - c. Any dispute as to the correctness or validity of an amount debited to my/our account shall not be the concern of the Bank, except in so far as the direct debit has not been paid in accordance with this Authority. Any other disputes lie between me/us and the Initiator.
 - d. Where the Bank has used reasonable care and skill in acting in accordance with this Authority, the Bank accepts no responsibility or liability in respect of:
 - the accuracy of information about direct debits on Bank statements
 - any variations between notices given by the Initiator and the amounts of direct debits
 - e. The Bank is not responsible for, or under any liability in respect of the Initiator's failure to give advance written notice correctly, nor for the non-receipt or late receipt of notice by me/us for any reason whatsoever. In any such situation the dispute lies between me/us and the Initiator.
 - f. If the bank dishonours a direct debit but the initiator (Mercury) sends the direct debit a second time within 5 business days of the original direct debit, the initiator (Mercury) is not required to notify you a second time of the amount and date of the direct debit.
4. THE BANK MAY:
 - a. In its absolute discretion conclusively determine the order of priority of payment by it of any monies pursuant to this or any other authority, cheque or draft properly executed by me/us and given to or drawn on the Bank.
 - b. At any time terminate this Authority as to future payments by notice in writing to me/us.
 - c. Charge its current fees for this service in force from time-to-time.

If you have any concerns about our service, please call 0800 10 18 10 or visit mercury.co.nz/complaint.

In the unlikely event we can't resolve your complaint, for free and independent advice on electricity and gas, contact: Utilities Disputes on 0800 22 33 40 or udl.co.nz; and for landline phone, mobile or internet, contact: Telecommunications Dispute Resolution on 0508 98 98 98 or tdr.org.nz. Consumer Powerswitch is a free and independent energy price comparison site, visit: powerswitch.org.nz.