

GloBird Energy Pty Ltd  
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**Test Test**

82 EVANS ST

VIC 3056

**17 Oct 2019**

**Dear Test Test**

**Everything is on track for your switch to GloBird Energy**

We are about to start the transfer/switch process for the electricity service at 82 EVANS ST BRUNSWICK VIC 3056, account no 10077410, NMI/MIRN 61025017987

Thanks for being part of GloBird Energy. We are proudly making the energy market more competitive with low rates and excellent localised customer service. Now that you've joined us you can say goodbye to the high prices your old energy company were charging you over the years.

You'll likely get a call from your old retailer trying to talk you out of your decision to switch. Competition is a good thing, but don't feel pressured by these tactics. Here are just some of the things you may hear:

The switch will take months.

**FACT: The switch only takes a couple of weeks.**

They will give you a bigger discount.

**FACT: A bigger discount doesn't mean your bill will be lower, call us and we'll compare it for you.**

They will charge you a termination fee.

**FACT: The maximum they can legally charge to end your contract is about \$20 if at all**

There will be new "connection fees" or special "meter read" fees

**FACT: We will never charge you any additional fees when you transfer to us.**

Your gas supply will be terminated if you switch or you have to sign a form to stay as a gas customer

**FACT: It is illegal for any retailer to disconnect your gas supply when you switch out the electricity account, and you shouldn't need to sign anything to stay as a gas customer; in addition, there is no further signature required by GloBird Energy for you to switch.**

If you have any queries or need further information, please call us on 13 3456 (Mon to Fri 8:30am-5:30pm, Sat 10:00am-4:00pm).

Our professional, locally based customer service team will be happy to assist you.

Thanks again,

**John McCluskey**

Executive Manager Sales & Marketing  
GloBird Energy Pty Ltd

E [CustomerService@GloBirdEnergy.com.au](mailto:CustomerService@GloBirdEnergy.com.au)  
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