

Direct Debit Guarantee

Any customer paying by direct debit is covered by the direct debit guarantee. This guarantee identifies that if there is any change in the amount being paid or the payment date for the direct debit the person or organisation receiving the payment must notify the customer in advance.

Key Points

The Guarantee states that:

- If there is a change in the amount to be paid or the payment date, the person receiving the payment (the originator) must notify the customer in advance.
- If the originator or the bank/building society makes an error, the customer is guaranteed a full and immediate refund of the amount paid.
- Customers can cancel a direct debit at *any time* by writing to their bank or building society.

(Source: Financial Ombudsman Service)

extraenergy Direct debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit extraenergy Supply Ltd will notify you three working days in advance of your account being debited or as otherwise agreed
- If you request extraenergy Supply Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by extraenergy Supply Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when extraenergy Supply Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

What Happens Next

When the DD is initially set up the customer will receive a PP01 email confirming the DD. This document will contain the DD guarantee. As shown in the picture below:

Document reference: EE-DOM-PP01

The Direct Debit Guarantee

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- If you request Extra Energy Supply Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Extra Energy Supply Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
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If any DD details are changed the customer will receive a PP3 letter reiterating guarantee.