



## **GIRO APPLICATION FORM (*For Residential*)**

## PART 1: FOR APPLICANT'S COMPLETION

(Please fill in all fields. Incomplete forms may not be processed)

<p>Date:</p> <hr/>	<p><b>(For Union Power's completion)</b></p> <p>Name of Billing Organisation ("BO")</p> <p><u>UNION POWER PTE LTD</u></p> <p>Billing Organisation's Customer's Reference No:</p> <hr/>
<p>To: My/Our Bank ("Bank")</p> <hr/>	

(a) I/We hereby instruct the Bank to process the BO's instructions to debit my/our account.

(b) The Bank is entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. The Bank may also at its discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.

(c) This authorisation will remain in force until

- (i) the Bank's written notice sent to my/our address last known to the Bank;
- (ii) upon the Bank's receipt of my/our written revocation; or
- (iii) upon the Bank's receipt of the notice of expiry from the BO.

My/Our Name (s):

My/Our Contact (Tel/Fax) Number(s):

My/Our Account Number:

My/Our Company Stamp/Signature(s)/Thumbprint(s)\*:

*(As in Financial Institution's records)*

## PART 2: FOR UNION POWER'S COMPLETION

SWIFT BIC	Billing Organisation's Account No	Billing Organisation's Customer Ref No
DBSSSGSG	0039558325	

SWIFT BIC	Account No. To Be Debited

### **PART 3: FOR FINANCIAL INSTITUTION'S COMPLETION**

To: BILLING ORGANISATION

This Application is hereby REJECTED (Please tick ✓) for the following reason (s):

- Signature/thumbprint# differs from Financial Institution's records
- Signature/thumbprint# incomplete/unclear#
- Account operated by signature/thumbprint#
- Wrong Account Number
- Amendments not countersigned by customer
- Others

Name of Approving Officer

**Authorised Signature**

Date

\* For thumbprints, please go to the branch with your identification.

\* For transcripts, please go to the

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method, here are some answers to the most frequently raised questions on GIRO:

**How do I get started?**

Complete this GIRO application form, with your customer/account/bill number. Send it back to us at:

**UNION POWER PTE LTD**  
**3 LORONG BAKAR BATU #07-03**  
**UNION INDUSTRIAL CENTER**  
**SINGAPORE 348741**  
**ATTN: GIRO PROCESSING UNIT**

**How long do I need to wait before my GIRO arrangement is effective?**

Continue paying by cash or cheque for all your bills until your GIRO arrangement is effected, which takes approximately 4 weeks to be processed. Your GIRO application is only effective when the statement 'Amount will be deducted from your account on dd/mm/yyyy' appears on your bill.

**Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay for another party?**

Yes, you can by stating his/her name and address, and the customer/account/bill number on the GIRO form.

**When will the GIRO deduction be made?**

An official letter will be sent to you once your GIRO application is approved. The amount deducted will be reflected in your bank statement and monthly bills.

**What happens if there are insufficient funds in my bank account?**

We will send you a letter to inform you to pay by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date. We will terminate your GIRO if we are unable to make GIRO deductions after 2 consecutive attempts. Please note that **some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds.**

**Can I stop GIRO payment on a particular bill?**

Yes, you can by calling us at **68585555** or send an email to **enquiry@unionenergy.com.sg** but you will need to give us at least 10 working days before the next deduction date. You should also inform your bank to stop GIRO payment.

**What happens to my GIRO arrangements that are no longer used?**

You should review all your GIRO arrangements periodically and terminate those arrangements that are no longer required with your bank.