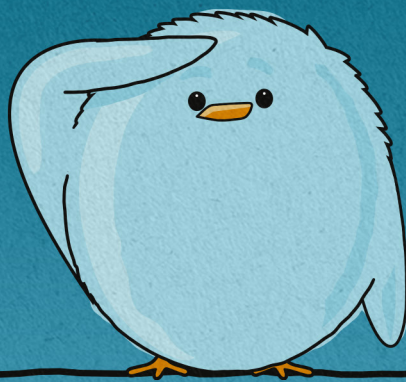


ShareTM
energy



Direct Debit Guarantee

Last Updated 20/05/24

Direct Debit Guarantee



When choosing Direct Debit, your payments are protected by a money back guarantee. If you feel your agreed payment is too high or too low, you can call us to discuss changing it.

We'll always let you know in advance about any changes to the amount you pay. Your Direct Debit can be cancelled at any time.

The 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, Share Energy Trading Ltd will notify you five working days in advance of your account being debited or as otherwise agreed. If you request Share Energy Trading 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 Share Energy Trading 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 Share Energy Trading 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 [Direct Debit FAQs](#)

1. What will it show on my Bank Statement? Payments are displayed as 'Share Energy Trading Ltd' or, for some banks, under the Service User Number 534983.

2. What if my payment date falls on a weekend or Bank Holiday?

If the due date falls on a weekend or a Bank Holiday your account will be debited within two working days.

3. What about estimated meter readings? Estimated readings are usually quite accurate but can sometimes lead to a large debit or credit balance on your account. To avoid this please make every effort to allow access for the meter

readers when they call. If they miss you they will leave a card with instructions for providing your own meter reading. If you do not do this within 24 hours an estimated reading will be used.

4. What if I change my banking details? Please call our Customer Helpline at **0808 304 9870** with your new account details. Otherwise, Debit payment may fail.

5. What if my circumstances change and I need to change my monthly payment date? Please give us 10 working-days notice and we can change your payment date.

Help & Support For more information on Direct Debit, bills and meter readings, please visit our Help & Support section at www.share-energy.com Lines open Mon-Fri: 8am-7pm. Sat: 9am-1pm

