

# Direct debit cancellation or temporary interruption - Residential



Use this form to cancel or temporarily pause your direct debit schedule.

## How to complete and submit this form

Please fill in using block letters and ensure details are completed in full and email to [customercare@jacanaenergy.com.au](mailto:customercare@jacanaenergy.com.au) or return to Jacana Energy, GPO Box 1785, Darwin NT 0801.

For any questions relating to this form please call 1800 JACANA (1800 522 262).

### 1. Your details

Account number

First name

Last name

Date of birth

  

Phone number

Email Address

### 2. Details of bank account debited

Financial institution name

Branch location

Account name

BSB

Account number

### 3a. Direct debit cancellation

I hereby cancel the existing request to debit the financial account nominated at Section 2 for amounts owing to Jacana Energy with respect to the Jacana Energy account nominated at Section 1.

Direct debit to be cancelled from

  

Please note that direct debit cancellations may take up to 14 days to be effective.

### 3b. Direct debit temporary interruption

I hereby request to temporarily interrupt the existing schedule to debit the financial account nominated at Section 2 for amounts owing to Jacana Energy with respect to the Jacana Energy account nominated at Section 1.

from

  

to

  

Please note that direct debit interruptions may take up to 14 days to be effective.

### 4. Your authorisation

Full name

Signature

Date

  

JACANA ENERGY USE ONLY

Jacana Energy User ID

Date entered