

# Credit refund application for residential customers



Use this form to request a refund from your Jacana Energy account.

## How to complete and submit this form

Please fill in using block letters and ensure details are completed in full and email to [customer@jacanaenergy.com.au](mailto:customer@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. Choose how you want to receive your refund

I want to be refunded:

the full balance on the account

a set amount of

To be refunded by:

Bank transfer (please enter bank details in section 2a)

Cheque (please enter your postal address in section 2b)

**Bank transfer refunds take between 7-10 working days to be credited to your nominated account. Posted cheque refunds can take up to 21 days to be received.**

### 2 a. Your bank account details (fill in for bank transfer refund)

Financial institution name

Branch location

Name on the account

BSB

Account number

### 2 b. Your postal address (fill in for cheque refund)

Lot no

Unit no

Street no

Street name / PO Box

Suburb

Postcode

State

### 3. Your Authorisation

Full name

Signature

Date

JACANA ENERGY USE ONLY

Jacana Energy User ID

Date entered