

Interbank GIRO

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

1. **How do I get started?**

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

PacificLight Energy Pte Ltd

Customer Service (GIRO Application)

8 Jurong Town Hall Road, #12-01/06 The JTC Summit, Singapore 609434

Please note that by completing this form you are consenting to allow payment via FAST and Interbank GIRO, as may be decided by us.

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

It will take approximately 21 days for this Interbank GIRO arrangement to be effective. You may continue to make bill payments by cash or cheque for all your bills until your Interbank GIRO arrangement is effected.

3. **When will the Interbank GIRO deduction be made?**

A deduction will only be made from your bank account when it is effected by PacificLight Energy Pte Ltd, and the transaction will be reflected in your bank statement and PacificLight Energy Pte Ltd's bills, if any.

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

You may receive a notification from PacificLight Energy Pte Ltd informing you to make payments via alternate methods. However, you should still maintain sufficient funds in your bank account for the subsequent due date. Interbank GIRO may be terminated by PacificLight Energy Pte Ltd if there are consecutive GIRO deduction attempts. Please note that a service fee may be incurred for an unsuccessful GIRO deduction due to insufficient funds.

5. **Can I stop Interbank GIRO payment on a particular bill?**

Yes, by calling PacificLight Energy Pte Ltd at 6603 5959, 5 working days before the next deduction date. You should also inform your bank to stop the Interbank GIRO payment.