



Caribbean Utilities Company, Ltd.
Customer Service Department
P.O. Box 38, Grand Cayman KY1-1101
Tel: (345) 949-5200
E-mail: service@cuc.ky, Website: www.cuc-cayman.com

Application for Direct Debit

Customer Name:
Mailing Address:
Telephone: Direct Ext: Cell:
Primary E-mail: Secondary E-mail:

Dear Sir/Madam,
I/we confirm that I/we wish to utilize the monthly Direct Debit facility to settle my/our electricity bill[s]. This letter gives you authority to charge my/our bank account shown below with the total amount of my/our bill[s] with respect to the electricity account number[s] below.

Declaration and Signatures:

To the Manager:
Name of Bank:
Branch location and routing number (RBC & Scotiabank):

I/we instruct you to pay Direct Debits at the request of Caribbean Utilities Company, Ltd. [CUC] from the following Bank Account Number:

Bank Account Number:
[ ] CI\$ Savings [ ] US\$ Savings [ ] CI\$ Chequing [ ] US\$ Chequing

I/we will inform the Bank and CUC in writing if I/we wish to cancel the instructions.
I/we hereby agree and indemnify and relieve the Bank from and against any liability which may be incurred by the Bank in the event that a dispute arises concerning the correctness of any bill paid during the course of providing the Direct Debit facility for CUC unless such liability arises because of losses suffered by me/us as a result of the fraud or willful wrongdoing of the Bank or its employees or agents.

Signature[s] of account holder[s]:
Print Name[s]:
Date:

Note: The bank reserves the right to refuse to accept Direct Debit authority for any particular customer. The bank reserves the right to refuse to pay any particular request. CUC reserves the right to cancel Direct Debit arrangements. Failure by the customer to pay CUC through this Direct Debit facility does not relieve the customer's obligations to pay CUC.

Electricity Account[s] to be paid by Direct Debit:

Table with 2 columns: Account Number, Name on Account. Rows 1, 2, 3.

Privacy Notice:
Personal information collected by CUC is accessible only by authorized personnel and is used for connection of electricity services, notifications relating to your electricity account(s) and distribution and collection of other relevant information affecting service(s). For further details please review our full Privacy Notice which can be accessed at any time via our website at www.cuc-cayman.com CUC will contact customers to notify of imminent disconnection and outages. Information is also shared with third parties in relation to the collection of funds, both for current and overdue balances. It is the customer's responsibility to notify CUC if contact details have changed.

**How it works:**

1. You complete an Application for Direct Debit form and provide it to CUC Customer Service via email at [service@cuc.ky](mailto:service@cuc.ky) or in person at either of our Customer Service Locations.
2. CUC will send the form to your bank and will retain a copy for our records.
3. Your electricity bill will be produced each month and sent to you as usual. At the top right hand corner under the due date, your bill will list the 'direct debit amount to be processed'.
4. Your bank will be informed of the amount to be deducted via Scotia Bank Ltd. ["clearing house" bank] and will deduct this from your bank account. CUC will request payment of the amount outstanding within sixteen [16] days of the bill date.
5. All bill queries will be investigated promptly with immediate adjustment made to your electricity account accordingly.
6. Please note it is the customer's responsibility to ensure there are adequate funds in the account. Most banks do not provide notification to account holders of failed direct debit transactions. CUC provides notification as soon as feedback is received from the bank which may be at a three to six week delay.
7. Failed transactions incur a fee of CI\$30.00
8. Three failed transactions in a 12 month period leads to the direct debit facility being removed from your account, and access to this service being suspended for one year.

*Note:* Direct Debit/Auto Pay is processed through the customer bank account once per month on the 28<sup>th</sup> or the next business day

**Easy to arrange. Easy to cancel.**

To pay by Direct Debit all you need to do is fill in this application form and return it with your bill or send it to: Customer Service Department, CUC, P.O. Box 38, Grand Cayman KY1-1101, Cayman Islands

You can cancel a Direct Debit at any time. Kindly instruct your bank in writing and send a copy to CUC.

Please provide the following information:

1. The name[s] of the bank account holder[s].
2. Your bank account number with verifying documents [e.g. deposit slip, cheque leaf].
3. Your customer electricity account number.

For more information, please call our Customer Service Department at 949-5200.

**For Official Use**

- |   |   |
|---|---|
| <input type="checkbox"/> Email verified (same as on file) | <input type="checkbox"/> ID on file and valid   |
| <input type="checkbox"/> Contact Details up to date       | <input type="checkbox"/> Signature(s) the same as account holder (or authorization on file) |

**Account information checked/verified by:**

Name of Customer Service Representative: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return signed form to **CUC, Customer Service Department, P.O. Box 38, Grand Cayman KY1-1101, or via E-mail: [service@cuc.ky](mailto:service@cuc.ky)**