



Refund Request Form

Use this form to request a refund from ENGIE, for an account in credit or where an incorrect charge or payment has been made.

Please return this form via:

Online: engie.com.au/contact-us-enquiry
Post: GPO Box 4408, Melbourne, VIC 3001
Fax: 13 88 58

Your ENGIE Account Details

Customer Name

Account Number

Refund Amount

Please refund my payment to an alternative ENGIE account (if applicable).

ENGIE Alternative Account Number

#	#	#	#	#	#	#	#	#
---	---	---	---	---	---	---	---	---

Other Refund Options

If you've made a payment via one of the methods listed in option 1 or 2 below, your refund can only be returned via that payment method.

Option 1: Credit back to the source of payment

If your payment was made via one of the following payment methods, a refund can only be credited back to this payment source. Select the original payment method used.

BPAY Visa MasterCard AMEX PayPal Google Pay Apple Pay

Option 2: Credit my bank account (Please allow 14 days)

This option is only available if your payment was received via AusPost, CentrePay, Cheque, Solar Credits, Account Credits or any other payment or credit methods not listed in this form.

Name of Financial Institution

Branch Name/Address

Name of Account Holder

BSB

--	--	--	--	--	--

Account Number

--	--	--	--	--	--	--	--	--	--

If you have made a payment using a combination of payment methods, your refund will be paid back via those payment methods.

Declaration

Signature

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

If you would like to discuss these refund options please contact us on 13 88 08, Mon-Fri (8am - 7pm) AEST.



IMPORTANT INFORMATION REGARDING CENTREPAY:

If you've cancelled your ENGIE account, please contact CentrePay to cancel your payments.