



Direct Debit

How it works

(Keep this form for your reference)

- 1** Fill in all of the sections of the Direct Debit form and then **SIGN** it.
- 2** Post the **ORIGINAL** back to Kiwi Online. **DO NOT** take it to the bank, we do this for you.
Post it to..... **Kiwi Online**
P O Box 34 - 784
Birkenhead
Auckland
- 3** **When will my internet be activated?**

Your internet account will be activated as soon as we receive your form (allow 3-5 days for post)
- 4** **When will the first payment take place?**

The first payment will be debited approximately 2 weeks after we receive your form.
(It takes about 10 days for the DD to be set up)
Your first payment will be applied from the day your internet was activated, for the term have you have paid for e.g. 1 month
Note: Debits only take place on standard banking days and cannot be set for a particular day of the week, only by date, and this date cannot be changed every month.
- 5** **When will the second and subsequent payments take place?**

Your second payment will come out the day your first payment expires.
For monthly customers this will be approximately 2 weeks after your first payment.
Each payment after that will be on the same date of the month as the second payment.

E.g. Activated on 10th January on monthly package
First Payment comes out on 25th January
First Payment is applied from 10th January to 10th February
Second payment comes out on 10th February,
Second payment is applied from 10th February to 10th March
All following payments will be on 10th of each month
- 6** **How will I know when the debits will take place?**

We will send you an email **10 days** before the debit will happen.
This will advise you of the amount to be debited and the exact date.
By signing the Direct Debit form you agree to receive the advice by email to your KOL email address and any secondary email address you gave us
To cancel the Direct Debit you must email accounts@kol.co.nz
no later than **2 working days** before it is due.
- 7** **How much will be debited from my account?**
The standard fee for the package you have selected.
Payment will be applied from the date your KOL internet was activated, for the time you have paid for e.g. 1 month, 3 months.
Every other payment will be the standard fee for the package you have selected. This will go out on the same date each month or 3 months as due (or following business day if a weekend or public holiday)

