



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

**How do I get started?**

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

Senoko Energy Supply PL 31 Senoko Road  
Singapore 758103

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

Continue paying via Online Credit Card or at AXS machine for all your bills until your GIRO arrangement is effected, which takes at most 21 working days. Your GIRO application is only effective when the statement 'Amount will be deducted from your account on ddmmyyy' appears on your bill

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

We will send you a letter to inform you to pay by other ways. However, you should still maintain sufficient funds in your bank account for the subsequent due date. We will terminate your GIRO if we are unable to make GIRO deductions after 3 consecutive attempts. Please note that some banks do charge a service fee for unsuccessful GIRO deduction due to insufficient funds.

**Can I set a payment limit on my GIRO deduction?**

Yes, you can, but you should ensure that the limit is sufficient to pay for all charges for subscriptions and any other services, including GST. If the amount on your bill exceeds the limit, no deduction will be made from your bank account. You will then need to pay your bill via Online Credit Card or at AXS machine before the due date.

Postage will be paid by addressee. For posting in Singapore only.

**BUSINESS REPLY SERVICE  
PERMIT NO. 07513**



**SENOKO ENERGY SUPPLY PTE LTD**  
31 Senoko Road  
Singapore 758103

**Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay for another party?**

Yes, you can by stating his/her name and address, and the customer account number on the GIRO form.

**When will the GIRO deduction be made?**

A deduction will only be made from your bank account according to your payment term. The amount deducted will be reflected in your bank statement and monthly bills.

**Can I stop GIRO payment on a particular bill?**

Yes, you can by calling us on 1800 688 8888 but you will need to give us at least 4 working days before the deduction date. You should also inform your bank to stop GIRO payment.

**What happens to my GIRO arrangements that are no longer used?**

You should review all your GIRO arrangements periodically and terminate those arrangements that are no longer required with your bank.