

## REFUND REQUEST APPLICATION

PLEASE PRINT CLEARLY WHEN COMPLETING THIS FORM

<b>Date of Application</b>		<b>Veolia Account Number</b>	
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CUSTOMER DETAILS						
<b>First Name</b>				<b>Surname</b>		
<b>Company Name</b>						
<b>Customer Photo ID</b>	Drivers Licence		Passport		Other	
<b>Contact Numbers</b>	<b>Landline</b>				<b>Mobile</b>	
<b>Property Address</b> <small>(where meter is located)</small>						

REFUND DETAILS						
<b>Reason For Refund</b> <small>(TICK AS REQUIRED)</small>	Over Payment on Account		Duplicated Payment		Acct in Credit after Special Reading	
	Other:					
<b>Refund Amount</b>	\$					

BANK ACCOUNT DETAILS											
<b>Bank Account No</b>											
	BANK	BRANCH				ACCOUNT NUMBER				SUFFIX	
<b>Bank Account Name</b> <small>(ie J Smith &amp; S Brown)</small>											

Please supply a proof of the above account details showing the account number and account name, this can be in the form of a deposit slip, the top part of a bank statement, a screen shot from online banking or a copy of your bank account number validated by your bank. **Your refund WILL NOT be processed without this.**

PLEASE NOTE: Veolia accepts no responsibility for incorrect bank details provided by the customer.

Property Owner gives consent for Tenant to receive the refund:					
<b>Consent from Owner attached?</b>	YES		NO		N/A

<b>Customer's Signature</b>	
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**VEOLIA OFFICE USE ONLY**

<b>Refund Processed by:</b>	Name:	Signature:
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Management Approval		
Authorised By:	Processed in Finance By:	Process Completed By:

Copy of Customer's Photo ID received		Copy of Customers Bank Details received	
Copy of account with credit balance		Scanned Docs to Account	
Sansys updated to reflect refund			



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