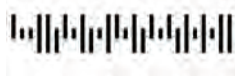


POWER UP WITH POSITIVE ENERGY



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BUSINESS REPLY SERVICE
PERMIT NO. 09486



PacificLight Energy Pte Ltd
8 Jurong Town Hall Road,
#12-01/06 The JTC Summit,
Singapore 609434

Recurring card is a hassle-free and convenient mode of payment. Here are some answers to the most frequently raised questions:

How do I get started?
Complete this Recurring Card Payment form, with your customer name and account number. Email to care@pacificlight.com.sg, WhatsApp to 8266 1866 or mail the original completed form to:
PacificLight Energy Pte Ltd - Customer Service
8 Jurong Town Hall Road, #12-01/06 The JTC Summit, Singapore 609434

Please note that by completing this form you are consenting to allow payment via the applied Visa, MasterCard or AMEX.

How long do I need to wait before my recurring card payment is effective?
Continue paying by PAYNOW or other available payment modes for all your bills until your recurring card payment is effected, which takes approximately 1-2 weeks. You will receive a notification from PacificLight Energy Pte Ltd upon approval.

When will the recurring card deduction be made?
Your monthly payment will automatically be charged to your card account on the invoice date, do follow your card statement due date.

What happens if there are insufficient funds in my recurring card?
You may receive a notification from PacificLight Energy Pte Ltd informing you to make payments via alternate methods. However, you should still maintain sufficient funds in your bank account for the subsequent deductions.

Can I set a payment limit on my recurring card deduction?
Yes, you can set card limit with your bank, but you should ensure that the limit is sufficient to pay for all charges for PacificLight Energy Pte Ltd services, including GST. If the amount on your bill exceeds the limit, no deduction will be made from your recurring card. You will then need to pay your bill by PAYNOW or other electronic payment means before the due date.

Can I stop recurring card payment on a particular bill?
Contact PacificLight Energy Pte Ltd at 6266 1188 to check on the status.

How do I modify my recurring card details?
Email the Recurring Card Modification form to care@pacificlight.com.sg or WhatsApp to 8266 1866.

How do I terminate my recurring card payment?
Contact PacificLight Energy Pte Ltd at 6266 1188 or email the Recurring Card Termination form to care@pacificlight.com.sg.

What happens to my recurring card payment arrangement after termination of PacificLight account?
Your recurring arrangement will be terminated upon payment of final bill.

Should I be worried about a security lapse if I send my card details through email or WhatsApp?
PacificLight Energy puts utmost priority in protecting our customer's data, your email or WhatsApp message will be deleted upon processing of your application.