

Product Disclosure Statement

Important information
about your Threadlet Plan.

You should read and
acknowledge this Product
Disclosure Statement.

The term of your Threadlet plan:

There is no fixed term for your contract with Threadlet set out in the General Terms and the documents incorporated by the Terms of Use. You may decide to terminate your Threadlet plan at no cost at any time. This will terminate the agreement to review your usage patterns monthly and manage your electricity account 3 days from the date of notice.

Commencement of your Threadlet plan:

Entering into this Plan constitutes your consent to Threadlet choosing your Energy supplier. Your Threadlet Plan begins on the day you accept the offer, however, the Supply Commencement Date under the General Terms will be:

- (a) the date specified in the Offer (if a date is specified); or
- (b) the date we become an authorised representative for electricity used at your Supply Address.

If you have recently moved into the Supply Address or have arranged a new connection service, the Supply Commencement Date is the date we become an authorised representative for electricity used at your Supply Address. See the Terms of Use for further information.

Threadlet may contact your original retailer to find cheaper plans than the plans Threadlet has found for you. This may be included in Threadlet's service and savings estimates.

Threadlet plan product description:

Threadlet will review your current electricity usage patterns against energy retailer market offers once a month, upon the issue of the bill. Threadlet will switch the business account to the cheapest market offer unless otherwise stated by the owner of the Supply Address or account holder. These switches will only occur when there is a cost savings for the Supply Address.

Prices, fees, and charges:

Your Energy Rates and Charges are set out in the monthly invoice. This is the best current retail offer Threadlet finds for your property, with a commission made on the savings made by the property from using Threadlet. The savings prices quoted to you are always after Threadlet's commission. If no savings are found for the property, fees are not incurred. Fees such as dishonoured payment fees or payment processing fees, are directly passed on from your energy retailer. Threadlet does not charge any additional fees (such as exit fees or additional commissions) for the service. A payment processing fee may apply when you pay a bill using a payment method that results in us incurring a merchant services fee. Other charges may consist of a pass-through of amounts charged to us by your Distributor, the Meter Service Provider or other third parties in relation to services we arrange on your behalf after your consent. We will advise you of any such amounts at the time you make the relevant request.

Billing and payment arrangements:

We may agree with you to provide monthly energy bills or otherwise require that your bills are issued monthly in relation to the retailer's energy plans. You will be invoiced by Threadlet, unless otherwise agreed to. Your invoice will be sent to your nominated email address. You may pay your bills by direct debit, bank transfer, or any other method listed on your bill or agreed by us.

Moving premises:

If you are moving your Supply Address, you may transfer your Threadlet Plan with 7 Business Days notice. Threadlet will continue to provide the best electricity offer for the new Supply Address

Early termination:

Following the expiry of the Cooling-off Period, you may cancel your Threadlet Plan at any time with 3 business days notice. If you are vacating your Supply Address, you may cancel your Energy Plan with 3 Business Days notice.

Service standards:

Our service to you will meet all Regulatory Requirements applicable in your State. The applicable service standard obligations are specified in the Regulatory Requirements set out in your retailer's Energy Plan.

Payment:

You must pay your Charges by the due date on your bill. You can pay by any method stated on your Threadlet gas or electricity Invoice, or as agreed with us.

If you've chosen to pay by direct debit, you agree to comply with our direct debit service agreement.

It's important to know you may also have to reimburse us for; any merchant service fees we incur because of the payment method you use, and any costs we incur if your payment is dishonoured or reversed.

If you do not pay your Threadlet invoice on the due date, Threadlet has the right to disconnect your gas or electricity and to pass your account onto debt collectors

For more information, please refer to the Threadlet Terms of Use Policy, available at threadlet.com.au/terms.

Letter of Authority to Energy retailers

To whom it may concern,

I am pleased to confirm that Threadlet (ABN: 67 636 146 159) is authorised to act as our agent in the commission and administration of electricity and gas market contracts on our behalf.

This authorisation includes requesting electricity and gas quotes and contracts on our behalf and requesting retailers to access our electricity and gas metering data and any other documents and information relating to the supply of energy at our property/properties.

I also authorise and consent to Threadlet to have email copies of the electricity and gas accounts for the sites listed sent to accounts@threadlet.com.au until such time we withdraw such consent.

Please make all contact regarding our sites to my energy agent at Threadlet.

*By signing this I agree to the terms of
Threadlet's Product Disclosure terms and
Letter of Authority.*

_____ (Full name)

_____ (Company Name)

_____ (ABN/ACN)

_____ (Signature)

_____/_____/_____ (Date)