

AGL Refund Policy

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1. AGL Refund Policy

This AGL Refund Policy sets out the circumstances in which AGL will provide a refund, and practically how the refund may be requested and will be processed.

When AGL will provide you with a refund

AGL will provide a refund where there is an open credit balance on your account and the payments due have cleared.

This Refund Policy does not apply to refunds of any amount that AGL has overcharged the customer, as regulations govern such a refund. AGL will generally not refund promotional credits such as sign-up credits, in accordance with the terms and conditions with the relevant promotion.

AGL may issue a refund without a customer having requested this as we reasonably consider appropriate.

AGL reserves the right to return payments as we reasonably consider appropriate, to:

- a customer that exceeds the amount owed to AGL by the customer, or
- the payor in cases where AGL suspects fraudulent activity or unauthorised payments.

How you may request a refund

To request a refund, please message AGL on MyAccount or the AGL app or contact us via phone on 131 245.

How refunds will be processed

The processing time for:

- bank account and card refunds is 5 to 7 business days and
- refunds issued through cheque is 14 to 16 business days.

Where a payment was made by credit card, direct debit or prepaid/ gift card, AGL will always refund the credit balance from the payment back to the same source of payment / originating account.

Refunds may be provided by cheque for automatic solar refunds provided periodically at the frequency (e.g. annually) that applies to your account. AGL may issue cheque refunds where we deem it appropriate.

AGL reserves the right to refund any invalid or excess payment, and to report any suspected fraudulent activity to the relevant law enforcement authorities for investigation.

Before processing a refund, AGL:

- may request proof of payment of a credit amount that you wish to have refunded, or proof of your bank account ownership; and
- will follow relevant government requirements in relation to any government grants.

2. Appendices

Proof of Payment Guidelines

Customer should provide an official bank statement provided by the customer's banking institution as a means of proving they made a payment from a bank account.

The bank statement must include:

- Account Holder Name
- BSB and Account Number/last 4 digits of Credit card
- Payment that was made to AGL including amount and date (which ties to the request for refund)

The bank statement should show the banking institutions logo clearly.

AGL will not accept as proof of payment any evidence which exhibits any of the following:

- AGL receipts
- Screenshots of emails
- AGL bill
- Screenshots of bank account information

Proof of Ownership Guidelines

AGL will ask for an official bank statement to show that a customer owns a new bank account.

The bank statement should show:

- Account holder name (which matches the AGL account name or the name on the bank account/credit card of the proof of payment)
- BSB and Account Number/Credit Card Number
- Banking institution logo