

GloBird Energy COVID-19 customer support measures

COVID-19 is impacting many Australian businesses and consumers. If your income has been interrupted or your having financial stress as a result of the pandemic, we encourage you to let us know. We have some options to help manage your bills.

Help is available to all residential and small business customers who indicate they may be in financial stress.

Here are some of the ways we can help

- We can help you with a payment extension. This will give you some extra time to pay your bills
- We can set you up on a payment plan. This will allow you to pay your bills with equal payments over a specified period
- We can help you tailor an arrangement which suits your current circumstances
- We are prepared to modify existing payment plans if your circumstances make this necessary
- We can check to ensure you are on the appropriate tariff most likely help to minimise your energy costs
- We can check if a lower cost plan is available and with your consent, help you minimise debt by re-calculating debt based on another available plan
- We can provide advice on all relevant government assistance programs or organisations with financial counselling services
- We will ensure that relevant government concessions and rebates are applied to your account with your consent and assistance.
- We can apply a missed pay on time discounts to your account, if you are on a pay on time contract
- We will not disconnect any residential or small business customers who is in financial stress until after 31 March 2021 (and potentially beyond) that has contacted us or responded to communications from us or is accessing a form of retailer support such as hardship program, or payment difficulty assistance or other forms of assistance.
- We will not disconnect any body-corporate or large business customer who is on-selling energy to a residential and small business customer in financial stress until after 31 March 2021 (and potentially beyond) and has contacted us or responded to communications from us or is accessing any retailer support
- We will pause referring any customers to our debt collection agency or default list any customers who is having trouble paying through this pandemic and remains in contact with us until 31 March 2021
- We will waive disconnection, reconnection and/or contract break fees for small businesses that have ceased operation during any period of disconnection until 31 March 2021
- We will prioritise the safety of customers who require life support equipment and continue to meet responsibilities to new life support customers
- We will provide clear, up to date communications with you
- We urge you to stay in touch with us and keep us informed of your situation
- We will monitor your account and keep in touch on a regular basis to see how you are going

You can contact us from 8:30am to 5:30pm Monday to Friday AEST on 13 3456 or email

CS@globirdenergy.com.au

We thank you for your patience in advance for any delays in responding to your enquiry due to increased call volumes. We'd appreciate your support by submitting all non-urgent enquiries either on line or via email at CS@globirdenergy.com.au

We ask you to please be patient with our customer service team.

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Globird Energy wishes everyone a safe wellbeing.

For our residential customers, our hardship program is available to you. Please refer to our hardship policy

For Victoria: [Payment_Assistance_Policy_v1.4-11092019.pdf](#) (link to document)

For In NSW, SA and Qld: [National_Hardship_Policy_v2.5-01082019.pdf](#) (link to document)