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ERONGO RED BUILDING REG NO 2004/074 91 HAGE GEINGOB STREET P O BOX 2925 WALVIS BAY NAMIBIA

APPLICATION FOR CREDIT TRANSFER / REFUND

Erongo RED Acc. No.	<input type="text"/>	Contact Number	<input type="text"/>	
Account Name	<input type="text"/>	ID Number	<input type="text"/>	
Credit Amount	<input type="text"/>	Postal Address	P.O. Box	Town
		(for final account)	Code	Country

As per our records, the above-mentioned account is in credit. Please note that the **amount may change** as final readings, disconnection fees, deposit repayments, etc. are processed on the system. Please indicate below how we should transfer the credit to you:

CREDIT TRANSFER TO ANOTHER ERONGO RED ACCOUNT

Account Number:

Account Name:

Please note:

If the names / identity numbers / P.O. Box / or other form of identification registered to the accounts do not match, we will require a **signed power of attorney** document **authorising the transfer of the credit** from one account to another.

REFUND CHEQUE / ELECTRONIC TRANSFER

Bank:

Acc. No.

Acc Name:

Branch Code

Please note:

Some identification is required if the bank account name does not match the name of the Erongo RED account - this will help to prevent the fraudulent refunding of credits to unauthorised persons.

I hereby declare that the information supplied herein is true and correct in every respect.

Signature of Applicant:

Name in print:

Date:

Designation / Title:

OFFICE USE

Documents required:

- Disconnection form completed (must show final readings)
- Original receipt (if applicable) (i.e. not an account holder)
- Proof of identification (ID, CC reg, etc.) (to compare signatures, ID, etc.)
- Power of attorney (if account names differ)
- Copy of clearance certificate issued (if the property has been sold)
- Outstanding debts non property (please check database)

Final processing:

- Final reading date * (as per disc. form)
- Reading type * ("6" or "7")
- Processed date * (i.e. final acc. charged)
- Connected services ** (should be done)
- Credit journals (details related to credit)
- Deposit drawn in (do not use BJ76)
- Disconnection fee (charged or paid cash)
- Credit balance checked (i.e jnls, etc. processed)
- Pending RD / ACB reversals (i.e. check pmt history)
- Clearance certificate fee (charged or paid cash)
- Handover accounts cleared (check with Debt Coll.)
- Debt Collection Commission (charged or paid cash)

* - Printout BO80 - Meter reading details
** - Check on BO80 (F12 - E. Connected Services)

Customer Care Date

Revenue Controller Date

BN305 - Capture Refund Date

BN310 - Authorise Refund Date