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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.	Contact Number
Account Name	ID Number
	Postal Address
Credit Amount	(for final account)

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:
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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:
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Date:	Designation / Title:
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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