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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 (for final account)	<input type="text"/>

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.

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:

Date:

Name in print:

Designation / Title:

**ATTACHMENTS / SUPPORTING DOCUMENTS REQUIRED:**

- Application form for a Credit Refund, duly completed & signed by applicant.
- Bank details confirmation letter from banking institution if credit is to be transferred to a bank account.
- Consent letter in case its to be transferred to another bank account/signatory is different from owner of account.
- If business CC documents or Certificate of Incorporation if Pty.
- I.D copy of the Applicants.

**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