

INFORMATION ABOUT OUR INVOICING AND PAYMENT PROCESSES

The below information is what you need to know about Tangerine's invoicing and payment processes. We hope this information will make your invoicing experience with Tangerine an easy and seamless one.

When you need to pay your invoice

When you purchase a new service from Tangerine you are required to pay your first month's plan fees upfront at checkout. Within 2 business days after your first service is activated, you will receive an invoice outlining all fees that you paid upfront.

Your monthly invoice will then be made available to you via our Self-Care Portal one month after your first service becomes active (unless you've requested to receive it by email).

Your payment due date will be detailed on your monthly invoice and will be 14 days from your invoice issue date (unless otherwise specified on your invoice). We ask that you pay your invoice by the due date to avoid late payment fees and maintain access to your service(s).

How to pay your invoice

Direct debit from a bank account and direct deposit are our free payment method. At check-out, the credit or debit card you used for payment is automatically encrypted and stored to pay for the full amount of your monthly invoice on the due date specified in your invoice. You can change to a different payment method after sign-up.

You can set up or change a direct debit for your Tangerine account by:

- **Logging into the [Self Care Portal](#)**
- **Selecting the 'Payment' tab and then 'Direct Debit Set Up' and filling in the required details.**
- **Pressing the 'Update' button to save your details.**

Other forms of payments we accept include Pay by Phone, BPay and Post Billpay. Details of these payment options will be outlined on your monthly invoices. For these forms of payment, a fee of \$3.50 applies.

We also accept once-off or recurring direct debit payments via credit or debit card. A surcharge of 1% for Visa/Mastercard and 2% for American Express applies to all payments (including direct debits) made from a credit or debit card.

If you set up direct debit, please ensure that you have sufficient funds available at the time of the automatic debit (invoice due date) to avoid a bounced payment fee of \$10.00.

Part payment of your invoice is not accepted and will put your services in risk of suspension and disconnection until your account is paid for in full. All services will be jointly suspended and neither one is reconnected until the full amount has been paid.

Why you need to pay your invoice

Failure to pay your invoice by the due date may result in a late payment fee of \$16.50.

If your invoice is overdue, we may send you reminders by email and/or SMS asking you to make payment. Your service(s) may be suspended if we do not receive payment within 10 days after your invoice due date.

Non-payment or repeated late payment may have an impact on our provision of current or future services to you.

Financial Hardship Policy

If you are experiencing difficulties paying your monthly invoices, please refer to our [Financial Hardship policy](#) for assistance and information on eligibility. Any help we can give you will depend on your individual circumstances, and we provide help on a case-by-case basis.

You can submit a payment extension by:

- **Logging into the [Self Care Portal](#)**
- **Selecting 'Support - Create Case'**
- **Selecting 'Customer Service' as the 'Case Category' and 'Customer Service / Billing Enquiry' as the 'Case Type' and filling in the required details.**

Alternatively, you can contact our Customer Service team on [1800 211 112](tel:1800211112).