



**NOTES ON GIRO**

1. Please fill up **all the information** in Part 1 of the GIRO application. This is to avoid any delay when we process your application form.
2. If you wish to use different GIRO accounts to pay for the different services that are currently billed in one account, please contact our billing hotline at 1637 from 8.00am to 9.00pm, Mondays to Saturdays. For Business customers, please call 1631 from 8.30am to 9.00pm, Mondays to Saturdays (excluding Public Holidays).
3. The approval of GIRO application is subject to the bank's discretion and will require 4-6 weeks to be processed.
4. An official letter will be sent to you once your GIRO application is approved.
5. When your GIRO arrangement is in effect, you will see a note "**The total outstanding balance will be deducted from your bank account xxxxx via GIRO on dd/mm/yy**" on your bill. The total account outstanding will be deducted accordingly.
6. Please maintain sufficient funds in your bank account for the GIRO deductions to avoid any administrative or late charges. StarHub is not liable for any surcharges/fees imposed by the bank for unsuccessful deductions from the designated GIRO bank accounts.
7. In the event of unsuccessful deductions, you will need to pay your bills by cash, cheque or credit cards immediately. GIRO arrangement will also be terminated after 2 consecutive unsuccessful deductions.
8. For termination of GIRO payment arrangement, please send us an official letter to the following address or fax to 6721 5051. In your letter, please include your name, StarHub account number, bank account number and your signature. For bank account holders, please refer to the bank for GIRO termination. Kindly note that termination is only in effect when the message in note 5 above is not stated on your bill.  
**StarHub Ltd**  
**Finance Department**  
**67 Ubi Avenue 1**  
**#05-01 StarHub Green**  
**Singapore 408942**
9. A consenting third party may pay for your StarHub bill. Please fill in your name, address, NRIC/FIN number/BRN and StarHub payment code in Part 1 of the GIRO application form. The third party is to fill in his/her name, bank account number, contact number and sign on Part 2 of the GIRO application form.
10. In the event that the StarHub bill is paid by a consenting third party, StarHub shall take written instructions from the StarHub Customer (as stated overleaf) only, in respect of all matters pertaining to the StarHub Account (as stated overleaf), including but not limited to the payment instructions and services subscribed to.
11. For more queries on your GIRO application, please contact our billing hotline at 1637 from 8.00am to 9.00pm, Mondays to Saturdays. For Business customers, please call 1631 from 8.30am to 9.00pm, Mondays to Saturdays (excluding Public Holidays).

SINGAPORE 900131  
P.O. BOX 81  
ROBINSON ROAD POST OFFICE  
(GIRO)  
**STARHUB LTD**



**BUSINESS REPLY SERVICE**  
**PERMIT NO. 06654**



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