

Principal, John Henry,  
In care of: 1 Chess Avenue,  
Chessville [3184],  
Victoria

To: Resolution Management Team  
**AGL Sales Pty Limited,**  
AGL SALES PTY LIMITED,  
ABN 88 090 538 337,  
Locked Bag 20024,  
Melbourne VIC 3001

Post Bullet RPP44

?? Month 2025

### Notice of Dispute

To: Resolutions Management Team,

References: Account Number ???? ???? ????  
**Record Number RPP44 63900 05100 ?????? ??????**  
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We, John Henry and Jane Jill, spoke with one of AGL's Resolution Management Team, named Matt, on Day?? the ??<sup>th</sup> of Month??, at approximately 2.00 p.m., specifically regarding a mobile phone text message that Jane had been sent by AGL on the ??<sup>th</sup> of Month, see below:

"Your AGL Gas bill is still overdue by \$?????? (GST Incl.).  
Your Gas may be at risk of disconnection if the overdue amount is not paid.  
To pay or view your payment options, or to contact AGL,  
go to <https://agl.com.au/x/4DLtEs>."

In light of legal advice, we reiterate that in our initial communications with AGL over the phone, we had instructed that at no point in time do we agree to enter into communications over the mobile phone, via mobile text messaging, by telephone landline, or by email, and that all further communications were only to be expressly written via mail, in letter form, via Australia Post. AGL's resolution consultant, Matt, explained to us that we were required to firmly set out these conditions by mail also, which we have now done.

Please amend and correct the current Statement of Account dated ?? Month?? 2025 for \$??????, reflecting that this statement was previously discharged. I dispute the balance, as our records indicate the amount of \$?????? has already been discharged.

Please amend the amount of \$?????? as soon as possible so that we can respond according to the updated records.

Thank you.

By: .....  
John, principal for the John Henry Doe (Trust)