



New Account Application

For Personal Accounts

Big Island Energy Company, LLC.
Last updated: June 6, 2025

Included in this application packet are four forms:

1. Personal Account Credit Application
2. Card Request Form
 - a. Please complete the form for the amount of cards you would like.
 - b. If you require more cards than the form allows, please contact us.
3. Direct Payment Authorization Form (ACH) *(Optional)*
 - a. If you do not want to enroll in the Direct Payment Plan, simply sign at the bottom and leave all the other fields blank.
 - b. You can omit the "Account Name" and "Account Number" fields – these will be assigned after the credit application is approved.
4. Paperless Enrollment Form *(Optional)*
 - a. If you do not want to enroll in the Paperless Program, simply sign at the bottom and leave all the other fields blank.

Big Island Energy Company, LLC. Personal Account Credit Application

50 Kukila St. Hilo, HI 96720 (808) 969-1411 Fax: (808) 935-8329

www.bigislandenergy.com Follow us on social media:    



Name _____ Co-Applicant Name (optional) _____

Referred by: _____

Home Phone _____ Business Phone _____ Cell Phone _____

Email Address (@) _____ * Learn about our paperless program: <https://bit.ly/4k6qnB6>

Street Address _____

City _____ State _____ Zip _____

Mailing Address (if different from above) _____

City _____ State _____ Zip _____

Place of Employment _____ Years / months employed _____
(if self-employed, please state nature of business)

Estimated Monthly Purchases (dollar amount) _____

☐ I consent to receive informational and promotional SMS from Big Island Energy Company, LLC.
Reply STOP to opt-out; Reply Help for support; Message and data rates may apply; Messaging frequency may vary based on activity,
recurring messages will be sent. Link to Privacy Policy: <https://www.bigislandenergy.com/privacypolicy/>

Credit References

For example: Car Loans, Mortgages, etc.

Company _____ Ph# _____

Company _____ Ph# _____

Banking Information

Name of Institution _____

Branch _____

Account # _____ Type of account: [] Checking [] Savings [] Brokerage

Release of Information

I hereby authorize the above-named credit references, banks, credit unions, and/or brokerage firms to release any and all information requested by Big Island Energy Company, LLC. relating to any accounts or business dealings I have with the above-referenced institutions.

Signature _____ Date _____

Print Name _____

Office Use

Credit line required _____ Approved By _____ Date _____

(INDIVIDUAL)

CREDIT SALE CONTRACT

This is a Credit Sale Contract with Maui Oil Company, Inc., Lanai Oil Company Inc., Big Island Energy Co. Inc. and/or GP Energy Company, LLC hereinafter referred to as the "Company" and the person signing this Agreement below who is hereinafter referred to as "Customer." This Contract defines the terms for the use of the Company Motor Fueling System ("MFS") and payment for fuel purchased through the MFS and the purchase of bulk fuels and lubricants. As used in this Contract, Customer may also be referred to as "I", "you," "me," "Buyer," "we" and "your."

1 **Credit Approval** I (we) consent to and authorize the Company to obtain and use a consumer credit report relating to me and obtain such reports from time to time as may be required by the Company in my ongoing credit evaluation by the Company. The Company reserves the right to refuse the extension of credit to any customer, unless prohibited by law. The receipt of this Credit Sale Contract signed by you and delivered to the Company shall not be deemed approval of the credit requested until and unless it is approved by the Company. The Company reserves the right to refuse the extension of credit to any Customer, unless prohibited by law.

2 **Payments** The Company will send a monthly statement ("Statement") for the purchase of all products. Customer shall pay the total amount shown on the Statement within FIFTEEN (15) days of the date of the Statement. If any payment is returned after being sent for collection, a return charge of \$30.00 will be assessed to the account.

IF FULL PAYMENT IS NOT MADE BY THE 15TH DAY, YOU AGREE TO PAY A FINANCE CHARGE AT THE RATE OF ONE AND ONE-HALF PERCENT (1.5%) PER MONTH. THE ANNUAL PERCENTAGE RATE OF THE FINANCE CHARGE IS EIGHTEEN PERCENT (18%) PER ANNUM COMMENCING ON THE 16TH DAY AFTER THE APPLICABLE STATEMENT DATE.

3. **Cancellation** the Company reserves the right to terminate and cancel any accounts that are not paid when due as set forth herein. the Company further reserves the right to cancel this Contract at any time, for any reason including, but not limited to, violations of the Company Fueling System Agreement.

4. **Cost of Collection.** If any sums due to the Company shall not be paid in the accordance with the terms hereof and the account is placed into the hands of an attorney or collection agency for collection, or if suit is brought hereunder, Customer further promises and agrees to pay, in either case, all costs and fees of prejudgment and post judgment collection efforts by an attorney or collection agency to collect all sums hereunder to the maximum amount allowed by law.

5. **Pin Numbers Lost or Stolen Cards.** I agree to keep my personal identification number(s) ("PIN") separate from any cards issued to me, so that if a card is lost or stolen, the PIN will not be available for an unauthorized user. I agree not to write my PIN number(s) on my card. In the event the card is lost or stolen I will notify the Company immediately by telephone or in person. Notice of a lost or stolen card must be given to a person at the Company. Leaving a message on an answering device is not notice of a lost or stolen card.

6 **Liability for Payment.** I agree to pay all charges made by me or by any person on any account opened for me by the Company including those charges that were unauthorized, even if my card has been lost or stolen, unless prohibited by law, until I notify the Company by actually talking to a person at the Company (or by written notice the receipt of which has been acknowledged by the Company) of the cards theft or loss and the cards or PIN number(s) have been canceled by the Company.

7. **Liability for Damages.** You will be responsible and liable for all costs, expenses, claims, personal injuries, and damages to the fueling facility and to other customers caused by you or by any person who possesses your card and uses the fueling facility.

NOTICE TO THE BUYER

DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT. WHEN YOU SIGN THIS CONTRACT, YOU ARE ENTITLED TO A COPY OF IT, THAT IS FILLED IN, IN EVERY NECESSARY RESPECT. YOU SHOULD KEEP IT. THIS CONTRACT IS COVERED BY HAWAII'S CREDIT SALE LAW, AND YOU THE RIGHTS OF A BUYER UNDER THAT LAW. YOU ALSO MAY HAVE RIGHTS UNDER OTHER STATE AND FEDERAL LAWS.

CREDIT SALE CONTRACT




_____ Customer's Signature	_____ Last 4 of SSN	_____ Date of Birth	_____ Date Signed
_____ Customer Spouse's Signature	_____ Last 4 of SSN	_____ Date of Birth	_____ Date Signed

If Customer will be using the Company Fueling System card for business, commercial, or agriculture purposes or the Customer is a corporation, limited liability the Company, limited partnership, general partnership, or limited liability partnership then Hawaii's Credit Sales Law will not apply to this Contract.

Approved by the Company _____ Dated _____ Print name of approving person _____
Signature

Big Island Energy Company, LLC.
Personal Account Card Request Form

50 Kukila St. Hilo, HI 96720 (808) 969-1411 Fax: (808) 935-8329

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Please fill out the below form for each fuel card requested.

Choose any or all of the three available fuel types: Gasoline, Highway Diesel, Dyed Off-road Diesel

An optional Odometer Prompt is also available for your convenience.

The purchase of Dyed Off-road Diesel requires an M-38 form – you can find it online at the [State of Hawaii Tax Forms](#)

Pins can be shared across all cards on the account

Card Label / Description will show up on the monthly statement

Fuel Cards Information

#	Card Label / Description (eg: Vehicle, License Plate, etc.)	Requested Pin	Gasoline	Highway Diesel	Dyed Off-road Diesel	DEF Diesel Exhaust Fluid*	Odometer Prompt	Other Information
1								
2								
3								
4								
5								
6								
7								
8								

*The purchase of DEF at the pumps is only available at our Kona and Kawaihae Fueling Facilities.

Authorized Person on Account

The person who signs below will be authorized to make changes to cards / pins on the account.

Signature

Date

Print Name

Phone Number

Email Address



BIG ISLAND ENERGY CO. LLC DIRECT PAYMENT PLAN

Call Us! 808.969.1411

Our **Direct Payment Plan** allows you to have your payment deducted automatically from your checking account.

The Direct Payment Plan will help you in several ways:

- o It saves time--fewer checks to write.
- o Helps meet your commitment in a convenient and timely manner—even if you're on vacation or out of town.
- o No lost or misplaced statements, your payment is always on time—it helps maintain your good credit standing.
- o It saves postage.
- o Timely payments avoid finance charges.
- o Timely payments avoid credit holds.

Here is how the Direct Payment Plan Works

Your monthly statements balance due will be withdrawn from your checking account on the day you choose; either the 10th or 15th of the following month. For example, your January statement balance due will be withdrawn from your account in February, either the 10th or 15th, depending upon your personal choice.

IMPORTANT INFORMATION

ENROLLMENT: Complete and return the AUTHORIZATION FORM below. Please attach a voided check to verify your bank routing/transit and account number. If the form is received by the 25th of the month, your payment will be deducted on the 10th or 15th (your personal choice) of the following month.

PAYMENT WITHDRAWALS: Your monthly statement's balance due will be withdrawn on the day you choose: either the 10th or 15th of the month. In any payment month, if your payment day falls on a weekend or holiday, the payment will be withdrawn on the next business day.

ACCOUNT CHANGES: If you change your bank or bank account, you must submit a new, complete AUTHORIZATION FORM. These or any other changes or cancellations require written notification by the 25th of the month for an effective date of the following month.

STOP PAYMENTS: Stop payment requests should be arranged through your bank.

REJECTED PAYMENTS: A charge of \$30.00 will be assessed for each rejected payment. Any unresolved rejected payment may result in immediate credit hold.

AUTHORIZATION FORM

I authorize BIG ISLAND ENERGY CO. LLC to initiate electronic debit entries to my checking account for payment of my BIG ISLAND ENERGY COMPANY CO. LLC account.

My Big Island Energy Co. LLC account name is: _____

My Big Island Energy Co. LLC account number is: _____

My phone number is: _____

My email address for invoicing: _____ ☐ use email address from credit application

I prefer the following day for my monthly payment: ☐ 10th ☐ 15th
(choose one; see above information)

I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U. S. law. This authority will remain in effect until I have cancelled it in writing.

Financial Institution Name: _____

Financial Institution City and State: _____

Financial Institution Routing/Transit Number: _____

Account Number at Financial Institution: _____

Name as it appears on Bank Account: _____

Your Signature: _____

Date: _____



**PLEASE PROVIDE A VOIDED CHECK OR ACCOUNT CONFIRMATION LETTER FROM YOUR BANK
ALONG WITH THIS FORM. PLEASE KEEP A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS**

Big Island Energy Company, LLC.

Paperless Enrollment Form



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www.bigislandenergy.com Follow us on social media:    

Name: _____

Account Number: _____

(you can find your account number on your latest statement, leave blank if new customer)

MONTHLY STATEMENTS

☐

Please sign me up to receive my monthly statements by email:

Email Address: _____

FUEL RECEIPTS

☐

Please sign me up to receive my fuel receipts by text or email

I would like to receive my receipts by: (choose one or both)

Email (@)

☐

Email Address: _____

Text (SMS)

☐

Phone Number: _____

☐

I consent to receive informational and promotional SMS from Big Island Energy Company, LLC.

Reply STOP to opt-out; Reply Help for support; Message and data rates may apply; Messaging frequency may vary based on activity, recurring messages will be sent.

Link to Privacy Policy: <https://www.bigislandenergy.com/privacypolicy/>

Thank you for enrolling in our paperless program!

Print Name

Signature

Date