

*[Please note: You will need to get the form approved by your sponsor bank or bureau before using it. We suggest working closely with your sponsor bank or bureau to ensure that your Direct Debit mandate form complies with the Direct Debit scheme requirements.]*



[Company name]

[Company address]

**Instruction to your  
bank or building society  
to  
pay by Direct Debit**

Name of account holder

Bank/Building Society account number

Branch sort code

Name and full postal address of your  
Bank/Building Society

Service User Number

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Reference

**Instruction to your Bank or Building Society**

Please pay [Company name] Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with [Company name] and, if so, details will be passed electronically to my bank/building society.

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit [Company name] will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request [Company name] to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by [Company name] or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society – if you receive a refund you are not entitled to, you must pay it back when [Company name] asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify [Company name].

