

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

Accounts

Relate

Accounts Manager

76 St Giles Street

Northampton

NN1 1JW

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager Bank/building society

Address

Postcode

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

Name and full postal address of your Bank or Building Society

To: The Manager Bank/building society

Address

Postcode

With immediate effect, please cancel my/our Standing Order authority payable to Relate under:
Account reference No.

Name(s) of Account Holder(s)

Service user number (Relate use only)

Reference (Relate use only)

For RELATE official use only

This is not part of the instruction to your bank or building society.

Instruction to your Bank or Building Society

Please pay Relate 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 Relate and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

DDI 3 5/15

Standing Order Cancellation

Branch Sort Code

Bank/Building Society account number

Signature(s)

Date

This guarantee should be detached and retained by the payer.

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 Relate will notify you in seven working days in advance of your account being debited or as otherwise agreed. If you request Relate 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 Relate 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 Relate 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 us.