

## How to apply

- Simply complete the Direct Debit instruction below and return **this form to:**  
The Co-operative Bank p.l.c., P.O. Box 222, Unit 550, Metroplex Business Park, Broadway, Salford Quays, Manchester M50 2UE.

Please be advised that setting up your Direct Debit facility may take up to four weeks. Remember to allow sufficient time as it's your responsibility to ensure that the payment is received by us by the payment due date.

Please tick one of the following:

Please arrange for the minimum payment to be paid each month.

Please arrange for the full outstanding balance to be paid each month.

# The co-operative bank



Please complete this form using a ballpoint pen to instruct your bank to make payments directly from your account and then return it to:

The Co-operative Bank p.l.c.,  
P.O. Box 222,  
Unit 550, Metroplex Business Park,  
Broadway, Salford Quays, Manchester M50 2UE.

## 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	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
Postcode	
<input type="text"/>	

16-digit card number (Reference)

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

Service user number

9	9	5	2	2	6
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For The Co-operative Bank 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 The Co-operative Bank 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 The Co-operative Bank and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit instructions for some types of accounts.

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, The Co-operative Bank will notify you (10 working days) in advance of your account being debited or as otherwise agreed. If you request The Co-operative Bank 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 The Co-operative Bank 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 The Co-operative Bank 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.

**Please call 03457 212 212\* if you would like to receive this information in an alternative format such as large print, audio or Braille.**

**The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.**

\*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0845 and 0870 numbers cost 3p per minute, plus your phone company's access charge. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes.

Information correct as at 02/2017.