How to apply

- Simply complete the Direct Debit instruction below and return **this whole form** to: The Co-operative Bank, P.O. Box 150, Delf House, Skelmersdale, Lancashire WN8 6GG.

Please be advised that setting up your Direct Debit facility may take up to four weeks. Remember to allow sufficient time as it is 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. Then return it to:

The Co-operative Bank Centre
P.O. Box 150
Delf House
Skelmersdale
Lancashire WN8 6GG

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

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

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 08457 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., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No. 990937.

The Co-operative Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885) and holds an Interim Permission in respect of consumer credit activities and subscribes to the Lending Code and the Financial Ombudsman Service.

Calls may be monitored or recorded for security and training purposes.

Credit facilities are provided by The Co-operative Bank and are subject to status and our lending policy; they are not available to anyone under 18 years of age. The Co-operative Bank reserves the right to decline any application.

WEB0542 07/2014