

# Direct Debit Mandate

**Britannia**  
part of The co-operative bank



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

Please complete all sections of the form using black ballpoint pen and return it to Britannia House, Dept. C033, Leek, Staffordshire ST13 5RG.

Service User Number

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### Name of account holder(s)


### Name and full postal address of your bank or building society

To: The Manager

	Bank/Building Society
Address	
Postcode	

### Branch Sort Code

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### Bank/Building Society Account Number

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### Please complete all sections in this box

I wish to pay £

monthly on  day of month, commencing

Day      Month      Year

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### Britannia Account Number

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### First line of your address and your postcode


See overleaf for guidance on completing this form.

### Instruction to your bank or building society

Please pay Britannia, 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 Britannia and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

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

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, Britannia will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Britannia 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 Britannia 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 Britannia 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.

## Customer Guidance Notes

- **Name of account holder(s)** - Please complete this field with the name(s) of the people who hold the account that you want the Direct Debit payments to come from.
- **Branch sort code and bank/building society account number** - This will be the account that you want the payment to come from. The details can be found on your bank statements, in your cheque book or on some debit cards.

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

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\*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 June 2017.

[co-operativebank.co.uk](http://co-operativebank.co.uk)



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