



## GoCardless

338-346 Goswell Road,  
London, EC1V 7LQ

Name of account holder

Bank/Building Society account number

Branch sort code

Name and full postal address of your  
Bank/Building Society

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

Service User Number

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Reference

### Instruction to your Bank or Building Society

Please pay GoCardless 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 GoCardless 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

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## 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 GoCardless will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request GoCardless 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 GoCardless 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 GoCardless 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.