



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



Please fill in the whole form and send it to:
Plusnet, BT Endeavour, Digital Campus, 1a Concourse Way, Sheffield, S1 2BG

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/building society
Address	
Postcode	

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Account number or username (as shown on your Plusnet bill)

Service user number (for internal use only)

Instruction to your Bank or Building Society

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

Signature (s)

Date

DDI 8 5/15

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