



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

Please fill in the whole form including official use box using a ballpoint pen and send it to:

Royal Mail Credit Management Centre
Banking and Reconciliations Team
Stone Hill Road
Farnworth
BOLTON
BL4 9XX

Service user number

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Reference number

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Branch sort code

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Bank/building society account number

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For Royal Mail official use only

This is not part of the instruction to your bank or building society.

Name(s) of account holder(s)

Instruction to your bank or building society:

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

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Signature{s}

Print name

Date

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

Royal Mail is a trading name of Royal Mail Group Ltd, registered in England and Wales, number 4138203
Registered office: 185 Farringdon Road, LONDON, EC1A 1AA.



Cut here

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