



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

Please fill in the whole form including official use box using a ball point pen and post back us in the enclosed reply paid envelope.

### Royal Mail Group Ltd

Royal Mail PO Box Team  
Dearne House  
Cortonwood Drive  
Brampton  
BARNSELEY  
S73 0UF

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	

Reference (Royal Mail Account Number)

Service user number

FOR ROYAL MAIL GROUP LTD OFFICIAL USE ONLY

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

Please select your PO Box service, the amount\* and frequency of the direct debit payments you want to make.

PO Box Service Type	Monthly <sup>1</sup>	6 monthly <sup>2</sup>	12 monthly <sup>3</sup>
Collect	£36.00 <input type="checkbox"/>	£174.00 <input type="checkbox"/>	£300.00 <input type="checkbox"/>
Deliver	£38.10 <input type="checkbox"/>	£209.10 <input type="checkbox"/>	£378.00 <input type="checkbox"/>

\*All prices are inclusive of VAT.

<sup>1</sup>Minimum of 3 months payment.

<sup>2</sup>Direct Debit payment taken every 6 months.

<sup>3</sup>Payment taken once a year.

### Instruction to your bank or building society

Please pay **Royal Mail Group Ltd** 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 Group Ltd** 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 account

DD11

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