



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

Please fill in the whole form using a ball point pen and send it to:

Fleet Mortgages Limited  
 2<sup>nd</sup> Floor  
 Flagship House  
 Reading Road North  
 Fleet  
 GU51 4WP

Service user number

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FOR Fleet Mortgages Limited OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

**Name(s) of account holder(s)**

For company bank accounts, please give the company bank account name.

**Reference**

This should be your ten digit mortgage reference/account number, leaving the last two spaces blank.

Name(s) of account holder(s)


Bank/building society account number

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Branch sort code

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Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

**Instruction to your bank or building society**

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

Signature(s)
Date

Reference

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

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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, Fleet Mortgages Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Fleet Mortgages Limited 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 Fleet Mortgages Limited, 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 Fleet Mortgages Limited 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.