



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

Hastoe Group
Marina House
17 Marina Place
Hampton Wick
Kingston upon Thames
Surrey
KT1 4BH

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

Service user number

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Pleas	se com	plete t	he bel	ow			
Your Ad	ddress:						
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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 should be detached and retained by the payer.



- 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 Hastoe Group will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Hastoe Group 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 Hastoe Group 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 Hastoe Group 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.

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