

# Pay by Direct Debit

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



Please complete this form in black ink and send it to:

Lloyds Bank Cardnet, Phoenix House, Christopher Martin Road, Basildon, Essex, SS14 3EZ.

To the Manager

Name and full postal address of your Bank/Building Society

  
  
  
 Postcode

The name(s) on your account

  


Your branch sort code

Your Bank/Building Society account number

Originator's identification number

Reference number

Instruction to your Bank or Building Society

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

Your signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some type of accounts.

Cardnet® is a registered trademark of Lloyds Bank plc.

Lloyds Bank plc. Registered office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Lloyds Bank plc is covered by the Financial Ombudsman Service. (Please note that due to the eligibility criteria of this scheme not all Lloyds Bank customers will be covered.)

12024-0913



## 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 Lloyds Bank Cardnet will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Lloyds Bank Cardnet 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 Lloyds Bank Cardnet 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 Lloyds Bank Cardnet 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.

Please detach this Guarantee and keep it for your records.



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