



Mrs A Sample

123 Sample Street

Sample Town

Se17 7GT

Important: Confirmation of the set-up of your Direct Debit Instruction including future payment schedule.

Dear **[Customer Name]**,

Thank you for setting up a Direct Debit with us for the purchase of goods and services from **[Merchant Name]**, processed by **<Merchant name> on the <Merchant name> behalf.**

We have accepted your Direct Debit details. Please review the details below to ensure they are correct.

- Account name: -Frequency/Including day/date to be debited:

-Account number: -Date of first collection:

-Bank Sort code: -Amount to be debited:

If any details are incorrect, please contact us as soon as possible on **[merchant company phone number and email]**. However, if your details are correct you do not need to do anything and your Direct Debit will be processed as normal. We will always notify you **at least 10 working days in advance** of your account being debited if there are any changes to the amount, date, or frequency of your Direct Debit, unless otherwise agreed. You have the right to cancel your Direct Debit at any time. A copy of the Direct Debit Guarantee is below:

For information your Direct Debit will be collected using the following details:

-Service User Number: 123456

-Reference: Checkout RE merchant name

Your sincerely,

<Merchant name>



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, **<Merchant name>** will notify you **10** working days in advance of your account being debited or as otherwise agreed. If you request **<Merchant name>** 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 **<Merchant name>** 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 **<Merchant name>** 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.