



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

Instruction to your Bank or Building Society to pay Direct Debit

UK Broadband Limited t/a Relish 3 rd Floor, International House, 7 High Street, Ealing London W5 5DB

Service User Number

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Name(s) of Account Holder(s)

Reference Number

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Bank/Building Society account number

Instruction to your Bank or Building Society

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Please pay **UK Broadband t/a Relish** Direct Debits from the account detailed in this Instruction subject to safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with **UK Broadband Ltd t/a Relish** and, if so, details will be passed electronically to my Bank/Building Society.

Branch Sort Code

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Name and full postal address of your Bank or Building Society

Signature(s)
Date

To the Manager	Bank/Building Society
Address	
Postcode	

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

✂ 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 **UK Broadband Ltd t/a Relish** will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request **UK Broadband Ltd t/a Relish** 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 **UK Broadband Ltd t/a Relish** 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 **UK Broadband Ltd t/a Relish** 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.

