



# 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:

Commercial Cards  
 Cards Customer Services  
 PO Box 5747  
 Southend-on-Sea  
 SS1 9AJ

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	

Reference

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Service user number

1	6	2	1	4	6
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### FOR THE ROYAL BANK OF SCOTLAND INTERNATIONAL LTD OFFICIAL USE ONLY

This is not part of the instruction to your bank or building society.

Existing customers

Please complete the reference number below:

- Use your 16 digit account number as shown on your statement.

New customers

We will complete the reference number when your account/card is opened.

Monthly payments: The actual amount and date the Direct Debit will be collected will be shown on each monthly statement.

### Instruction to your bank or building society

Please pay The Royal Bank of Scotland International Ltd 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 The Royal Bank of Scotland International Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

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

DD11

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 The Royal Bank of Scotland International Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Royal Bank of Scotland International Ltd 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 The Royal Bank of Scotland International Ltd 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 The Royal Bank of Scotland International Ltd 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.