

Instruction to your bank or building society to pay by direct debit

This form is only to be used for policy numbers that begin with BSB. The **quickest way** to update Direct Debit details is for the policyholder to call us on **0800 980 8801**. We'll ask for the policy number and update the Direct Debit details during the call without any form filling. If a paper form is needed (e.g. because two signatures are needed to set up a Direct Debit) this form can be printed out.

Please fill in the whole form. Once completed, please sign using a **ball point pen** and post it to: Beagle Street 16-17 West Street, Brighton, BN1 2RL

Name and full postal address of your bank or building society:

To: Bank/building society
 The Manager

Address

Postcode

Name(s) of account holder(s)

Bank/building society account number

Branch sort code Reference (policy number)
 BSB

Service user number
 4 5 7 0 1 6

Instruction to your bank or building society

Please pay Family Assurance Friendly Society Limited 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 Family Assurance Friendly Society Limited 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.

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

Preferred payment date (between 1st and 28th):

Bank/building society account holder

The bank/building society holder paying the Direct Debit must be the policyholder.

Title (e.g., Mr/Mrs/Miss/Other) Surname

Full forenames

Nationality Date of birth

Address

County Postcode



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, Family Assurance Friendly Society Limited will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Family Assurance Friendly Society Limited 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 Family Assurance Friendly Society Limited 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 Family Assurance Friendly Society Limited 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.

