



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

Please fill in the whole form including official use box using a ball point pen and send it to:

Income Services
The Observatory
1 Old Haymarket
Liverpool
L1 6RA

Service User Number

8	5	2	6	8	9
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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 Number

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For Torus62 Ltd Official Use only

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

For **monthly payers only** please tell us your preferred day of the month

Please select your preferred frequency

Monthly – 4 weekly – 2 Weekly - Weekly

Please select your preferred day for collection

Mon Tue Wed Thur Fri

Instruction to your Bank or Building Society

Please pay **TORUS62 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 **TORUS62 LTD** and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

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

DD11



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 **TORUS62 LTD** will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request **TORUS62 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 **TORUS62 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 **TORUS62 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.