

# 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:

Fibre Options Ltd  
The Courtyard  
Park Road  
Tring  
Hertfordshire  
HP23 6DB

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

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FOR PSL re Fibre Options Ltd OFFICIAL USE ONLY

This is not part of the instruction to your Bank or Building Society.

**Important** – Please complete these details:

Account Holder(s) Name & Address:

Name:
Address:
Postcode:
Email Address:

**Instruction to your bank or building society**

Please pay PSL re Fibre Options 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 PSL re Fibre Options 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 PSL re Fibre Options Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request PSL re Fibre Options 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 PSL re Fibre Options 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 PSL re Fibre Options 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.