



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

The Royal Bank of Scotland plc
Commercial Cards
Cards Customer Services
PO Box 5747
Southend-on-Sea
SS1 9AJ

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Service	user	num	ber

9 1 4 6 2	3
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FOR THE ROYAL BANK OF SCOTLAND PLC 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 plc 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 plc and if so, details will be passed electronically to my bank/building society.

Signature(s)	
Date	

Name and full address of your bank or building society

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To: The Manager	Bank/building society	
Address		
	Postcode	

Reference

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

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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 plc will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request The Royal Bank of Scotland plc 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 plc 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 plc 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.

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