

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

Service user number

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FOR AFFINITY FOR BUSINESS (RETAIL) LIMITED
OFFICIAL USE ONLY

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

CUSTOMER TO COMPLETE ALL SECTIONS

1) Customer name

Daytime Telephone no.

2) Address receiving water supply

3) Name & address for direct debit advice
(if different to above)

4) I wish to pay:

1st 15th

If you are a metered customer, payments will be taken over 12 months.
If you are a non-metered customer, payments will be taken over 10 months (April through to January).

Instruction to your Bank or Building Society

Please pay Affinity for Business (Retail) 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 Affinity for Business (Retail) Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

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

Affinity for Business (Retail) Limited
Alchemy - 2nd Floor
Bessemer Road
Welwyn Garden City
Hertfordshire
AL7 1HE

Name(s) of Account Holder(s):

Bank/Building Society account number:

Branch Sort Code:

Name and full postal address of your Bank or Building Society:

Postcode:

Reference:

(you will find this on your bill under Customer Number)

BANK AND BUILDING SOCIETIES MAY NOT ACCEPT DIRECT DEBIT INSTRUCTIONS FOR SOME TYPES OF ACCOUNT

THIS GUARANTEE SHOULD BE DETACHED AND RETAINED BY THE PAYER

The Direct Debit Guarantee



- The 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 Affinity for Business (Retail) Limited will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request Affinity for Business (Retail) 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 Affinity for Business (Retail) 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 Affinity for Business (Retail) 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 Affinity for Business (Retail) Limited