DIRECT Debit

Instructions to your bank or Building Society to pay by Direct Debit.

masthaven

Please complete this form in full using a ball point pen and send it to:

Masthaven Bank Limited,
4th Floor,
11 Soho Street,
London W1D 3AD

Service User Number

4	4	6	2	0	6

Name(s) of account holder(s):

Reference

Bank/Building Society account number

Branch sort code

Instructions to your Bank or Building Society

Please pay Masthaven Bank Limited Direct Debits from the account details in this instruction, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Masthaven Bank Limited and, if so, details will be passed electronically to my bank or Building Society.

Name and full postal address of your bank or Building Society

To the Manager — Bank/Building Society

Address

Post code

Signature(s)

Date

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

This Guarantee should be detached and retained by the payer

DIRECT Debit

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, Masthaven Bank Limited will notify you 10 working days in advance of your account being debited or otherwise agreed. If you request Masthaven Bank 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 Masthaven Bank 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 Masthaven Bank 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.

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