

# Instruction to your bank or building society to pay Direct Debits



Please complete the relevant section and send it to Virgin Money plc at the below address.

Service User Number

**9 3 0 4 1 0**

1. Please write in the box below the full postal address of your bank branch through whom you wish to arrange payments.

To the Manager	Bank
_____	_____
_____	_____
_____	Post Code

2. Name of account holder

3. Sort Code

□	□	–	□	□	–	□	□
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4. Bank or building society account number

□	□	□	□	□	□	□	□	□	□	□	□
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5. Virgin Money plc reference

□	□	□	□	□	□	□	□	□	□	Office use only
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For Virgin Money plc use only											
This is not part of the instruction to your bank/building society											
Mortgage account number											
□	□	□	□	□	□	□	–	□	□	□	□

6. Your instruction to the bank and signature

Please pay Virgin Money plc Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Virgin Money plc and, if so, details will be passed electronically to my bank/building society.

Signature(s)	_____
Date	_____

Banks and building societies may not accept Direct Debits for some types of account.

Virgin Money plc – Registered in England and Wales (Company No. 6952311). Registered Office – Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

VMP157V3 (valid from 12.12.14)

## Standing Order cancellation

Please cancel my/our standing order authority in favour of the following with effect from \_\_\_\_\_

Beneficiary

Reference number

□	□	□	□	□	□	□	□	□	□	□	□
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Name of account holder

Bank or building society account number

□	□	□	□	□	□	□	□	□	□	□	□
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## The Direct Debit Guarantee

This guarantee should be detached and retained by the Payer

- 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 Virgin Money plc will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Virgin Money 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 Virgin Money 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 Virgin Money 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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