



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

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

SafeBuy  
 43 Reading Road  
 Henley-On-Thames  
 Oxfordshire  
 RG9 1AB

### Service User Number

2	7	5	5	4	0
---	---	---	---	---	---

Name(s) of Account Holder(s)  
 \_\_\_\_\_  
 \_\_\_\_\_

For FastPay Ltd Re Ecommerce Security Limited t/a SafeBuy Official Use Only  
 This is not part of the instruction to your Bank or Building Society

**Dear Customer: Please Complete Below for Our Records**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Bank or Building Society account number

--	--	--	--	--	--	--	--

Branch Sort Code

		—			—		
--	--	---	--	--	---	--	--

Name and full postal address of your Bank or Building Society

To The Manager:  
 \_\_\_\_\_ Bank/Building Society

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_

### Instruction to your Bank or Building Society

Please pay FastPay Ltd Re Ecommerce Security Limited t/a SafeBuy 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 FastPay Ltd Re Ecommerce Security Limited t/a SafeBuy and, if so, details will be passed electronically to my Bank/Building Society.

Reference Number

S	A	F	E	B	U	Y										
---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--

Enter your SafeBuy Membership Number in the spaces above

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.**

### 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, FastPay Ltd Re Ecommerce Security Limited t/a SafeBuy will notify you five working days in advance of your account being debited or as otherwise agreed. If you request FastPay Ltd Re Ecommerce Security Limited t/a SafeBuy 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 FastPay Ltd Re Ecommerce Security Limited t/a SafeBuy 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 FastPay Ltd Re Ecommerce Security Limited t/a SafeBuy 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.