



It's what we're made of.

**Service User Number (SUN): 948283**

### **Instruction to your bank or building society**

Please pay Bristol Wessex Billing Services Ltd 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 Bristol Wessex Billing Services Ltd and, if so, details will be passed electronically to my bank/building society.

### **Terms and conditions**

We will not disclose your personal information / data to any third parties. It will be stored securely for the purpose intended by this form and to administer and enhance our site and service. By agreeing to the terms and conditions you are confirming that you have read and understood them and consent to us storing and using your personal information as described above.

### **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 Bristol Wessex Billing Services Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Bristol Wessex Billing Services Ltd 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 Bristol Wessex Billing Services Ltd 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 Bristol Wessex Billing Services Ltd 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.