

## Instruction to your bank or building society to pay by Direct Debit

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

Hoopers Head Office  
The Strand  
Torquay  
Devon  
TQ1 2DF

Service user number

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Name(s) of account holder(s)


Bank/building society account number

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Branch sort code

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Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

**FOR HOOPERS OFFICIAL USE ONLY**

This is not part of the instruction to your bank or building society.

**Please complete and tell us how you wish to pay your Direct Debit:**

I wish my Direct Debit to pay: (please tick box a or b or c)

- a) The minimum payment shown on my monthly statements
- b) The fixed monthly amount of £..... (please state amount)
- c) The full outstanding amount

Ordinarily your Direct Debit payment will be taken on 24<sup>th</sup> day of each month.

If no preference is stated, the direct debit amount will be the minimum payment shown on your monthly statement.

**If you only make the minimum payment each month, it will take you longer and cost you more to clear your balance.**

**Instruction to your bank or building society**

Please pay Hoopers 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 Hoopers and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

6	3	3	1	5	1														
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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.

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## 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, Hoopers will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Hoopers 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 Hoopers 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 Hoopers 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.