

INSTRUCTION TO YOUR
BANK OR BUILDING SOCIETY
TO PAY DIRECT DEBITS.
Please fill in the whole form and return it to:
OneFamily
16-17 West Street, Brighton
East Sussex, BN1 2RL
Tel: 0344 8 920 920



1. To the Manager,

Postcode: _____

Service User Number:
997174

2. Name(s) of account holder(s)

3. Branch Sort Code
(from the top right hand corner of your cheque)
____ — ____ — ____

5. Payment Reference Number
(for office use only)

4. Bank or Building Society Account Number

6. Instruction to your Bank or Building Society
Please pay Family Assurance Friendly Society Ltd.
direct debits from the account detailed on this
instruction subject to the Guarantee.
I understand that this instruction may remain with
Family Assurance Friendly Society Ltd and, if so,
details may be passed electronically to my
bank/Building Society.

Signature: _____ Date: _____

----- Please detach and keep -----

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 Family Assurance Friendly Society Ltd will notify you five working days in advance of your account being debited or as otherwise agreed. If you request Family Assurance Friendly Society 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 Family Assurance Friendly Society 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 Family Assurance Friendly Society 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.