



INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Please complete using a ball point pen and send it to:

Phoenix Life
 Lynch Wood Park
 Lynch Wood
 Peterborough
 PE2 6FY

Policy number

Name(s) of account holder(s)

Bank/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

Reference (Phoenix Life will complete this)

Service user number

FOR PHOENIX LIFE* OFFICIAL USE ONLY
 This is not part of the instruction to your bank or building society.

Instruction to your bank or building society

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

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

*Phoenix Life refers to Phoenix Life Assurance Limited or, if you have a former Pearl Assurance (Unit Linked Pensions) Limited or Pearl Assurance (Unit Funds) Limited policy, Phoenix Life Limited.

Phoenix Life Limited No. 1016269, Phoenix Life Assurance Limited No. 1419 and National Provident Life Limited No. 3641947 are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. All companies are registered in England and have their registered office at: 1 Wythall Green Way, Wythall, Birmingham, B47 6WG.

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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 Phoenix Life* will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Phoenix Life* 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 Phoenix Life* 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 Phoenix Life* 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.

This guarantee should be detached and retained by the payer.