



ADT Always There®



# 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:

Service user number

9 4 0 3 7 6

FOR ADT FIRE AND SECURITY PLC OFFICIAL USE ONLY  
This is not part of the instruction to your bank or building society

**Please tick your preferred frequency of Direct Debit**

Monthly  Quarterly  Annually

**Please tick your preferred payment date**

1st  8th  15th  25th

ADT Fire and Security plc  
Direct Debit Administration  
Security House  
The Summit  
Hanworth Road  
Sunbury-on-Thames  
Middlesex  
TW16 5DB

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

**Instruction to your bank or building society**

Please pay ADT Fire and Security plc 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 ADT Fire and Security plc and, if so, details may be passed electronically to my bank/building society.

Signature(s)  
  
Date

Reference

Banks and building societies may not accept Direct Debit Instructions from 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, ADT Fire and Security plc will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request ADT Fire and Security plc 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 ADT Fire and Security plc 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 ADT Fire and Security plc 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.



## Direct Debit Form Instructions

Please could you complete all of the information boxes in full using a ball point pen. Information relating to your bank details can be found in your cheque book or on your bank statement.

Once completed return the Direct Debit Instruction form to the address that can be found on the top left part of the form. You should retain the bottom part of the form which has the Direct Debit Guarantee rule.

Before returning your Direct Debit Instruction please check the following:

- You have provided the reference number. This is your ADT Fire and Security Account Number and begins with a 4<sup>1</sup>
- You ticked your preferred collection frequency of Direct Debit payments (monthly, quarterly or annually).
- You have ticked your preferred collection date. Instructions received without a collection date ticked will set up to the next available date.
- You have not written outside any of the information boxes, as Banks and Building Societies will not accept Instructions with comments or amendments written anywhere other than in the boxes provided.
- You have signed and dated the Instruction.

Once the instruction has been set up with your bank/building society we will write to you to confirm the details of your Direct Debit payment arrangement providing at least 10 working days advance notice of the first payment due date.

If you have any queries please do not hesitate to contact us on our direct number 0844 800 6470<sup>2</sup> during the office hours of 8.30 am, and 4.30 pm inclusive, Monday to Friday excluding Bank Holidays.

Alternatively send an e-mail with any questions relating to setting up a Direct Debit and your preferred contact details to [adtuk.ddadminsunbury@tycoint.com](mailto:adtuk.ddadminsunbury@tycoint.com). You will either need to quote your ADT Account or Contract number, or if you are not sure what they are then your name, and post code.

**Please do not send any of your bank details to us via e-mail.**

- 1) Your ADT Fire and Security Account Number can be found on any correspondence from ADT. If you are unsure what your ADT account number is, please call the Direct Debit Administration.
- 2) Calls made from a BT network landline cost 6p plus up to 5p per minute. Calls from mobiles and other networks may vary depending on your provider's own tariffs.