

## 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:**

NRAM Mortgage Operations,  
PO Box 625,  
Durham,  
DH1 9JJ.

Service user number

2	7	4	1	1	7
---	---	---	---	---	---

FOR NRAM PLC OFFICIAL USE ONLY.

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

7

**Please confirm the day of the month you would like your Direct Debit to be collected from your Bank Account by entering the date in the box above.**

**Name(s) of account holder(s)**


Branch sort code

--	--	--	--	--	--

**Bank/building society account number**

--	--	--	--	--	--	--	--

**Instruction to your bank or building society**

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

**Name and full postal address of your bank or building society**

To: The Manager		Bank/building society
Address		
		Postcode

Signature(s)

Date

Date \_\_\_\_\_

## Reference

[illegible]

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