

Friends Life Individual Protection

Service user number

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

Friends Life Individual Protection
PO Box 569
Friends Life Centre
Bristol
BS34 9FE

Registration numbers (if known)

Name(s) of account holder(s)

Title: Mr, Mrs, Miss or other title (eg Sir)

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Bank/Building Society Account Number

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Branch sort code

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Bank account holder's full postal address

Postcode

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

Friends Life Individual Protection products are provided by Friends Life Limited, part of the Friends Life group. Please pay Friends Life Limited 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 Friends Life Limited 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***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 Friends Life Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Friends Life Limited 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 Friends Life Limited 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 Friends Life Limited 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 Friends Life Limited.**

Friends Life Limited

An incorporated company limited by shares and registered in England and Wales, number 4096141.
Registered office: Pixham End, Dorking, Surrey RH4 1QA. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Calls may be recorded. www.friendslife.com

Friends Life is a registered trade mark of the Friends Life group.