

# Your instruction to pay your Credit Card by Direct Debit

## Instruction to your Bank or Building Society to pay by Direct Debit

Please complete this form in black ink and send it to:  
Bank of Scotland plc, Card Services, PO Box 12304, Edinburgh EH12 9DX.



To the Manager

Name and full postal address of your Bank/Building Society

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your postcode

The name(s) on your account

\_\_\_\_\_

\_\_\_\_\_

Branch sort code

□ □ □ □ □ □

Bank/Building Society account number

□ □ □ □ □ □ □ □

Originator's identification numbers

8 3 9 1 9 9 / 8 3 9 1 9 8

Credit card account number (reference number)

□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □

Instruction to your Bank or Building Society

Please pay Bank of Scotland plc, Card Services, 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 Bank of Scotland plc, Card Services, and, if so, details will be passed electronically to my Bank/Building Society.

Your signature(s)

\_\_\_\_\_

Date

Banks and Building Societies may not accept Direct Debit instructions for some type of accounts.

Direct Debit option:

Please choose your preferred option. If no choice is made we will assume that you would like the minimum monthly repayment option.

100% of the statement balance

Monthly set amount

Monthly set percentage

Minimum monthly repayment option

Set amount (£)

□ □ □ □ □ □ - □ □

Set percentage (%)

□ □

### For Bank of Scotland Card Services use only

This is not part of the instruction to your Bank/Building Society.

Change account code

Initials

Diarised

Initials

□ □ □ □ □ □ □ □

□ □ □ □ □ □ □ □

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## 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, Bank of Scotland Card Services will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Bank of Scotland Card Services 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 Bank of Scotland Card Services 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 Bank of Scotland Card Services 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.
- Please detach this Guarantee and keep it for your records.