DIRECT Debit

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

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

Zen Internet Ltd
Customer Accounts Department
Sandbrook Park
Sandbrook Way
Rochdale
OL11 1RY
UK

Service user number

6	8	2	4	3	0

Name(s) of account holder(s)

Reference

Instruction to your bank or building society

Please pay Zen Internet Ltd 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 Zen Internet Ltd and, if so, details will be passed electronically to my bank/building society.

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

Signature(s)

Date

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

DD12

This guarantee should be detached and retained by the payer

The
Direct Debit
Guarantee

DIRECT Debit

- 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 Zen Internet Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Zen Internet Ltd 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 Zen Internet 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 Zen Internet Ltd 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