



# 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:

OneFamily  
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9UghG ggYl  
6PFAGÜŠ

**Name(s) of Account Holder(s)**


**Bank/Building Society account number**

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**Branch Sort Code**

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**Name and full postal address of your Bank or Building Society**

To The Manager	Bank/Building Society
Address	
Postcode	

**Reference**

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Service User Number

9 9 6 9 4 8
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FOR OneFamily OFFICIAL USE ONLY  
**This is not part of the instruction to your Bank or Building Society**

Account Holders Address
Postcode
Please list additional policy numbers this mandate is to be applied to

**Instruction to your Bank or Building Society**

Please pay Family Assurance Friendly Society 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 Family Assurance Friendly Society 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



- The 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 the Direct Debit Family Assurance Friendly Society Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Family Assurance Friendly Society 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 the Direct Debit by Family Assurance Friendly Society 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 Family Assurance Friendly Society 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 us.