



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

Citibank UK Limited
PO Box 4012
Swindon
SN4 4JZ

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

Originator's Identification Number

5 5 7 2 9 9

Reference

□ □ □ □ □ □ □ □ □ □ □ □

Name(s) of Account Holder(s)

Bank/Building Society account number

□ □ □ □ □ □ □ □

Branch Sort Code

□ □ - □ □ - □ □

Name and full postal address of your Bank or Building Society

To: _____ Bank/Building Society
Address _____
Postcode _____

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, Citibank UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Citibank Europe plc, UK Branch 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 Citibank UK 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 Citibank UK 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.