



**First Call
Payment Protection
Ltd.**



**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:

First Call Payment Protection
Loxley House
21 Coker Road
Worle
Weston-super-Mare
BS22 6BX

Service user number

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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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FOR FIRST CALL PAYMENT PROTECTION LTD OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

TO BE COMPLETED IN ALL CASES, FULL NAME AND ADDRESS OF APPLICANT.

Instruction to your bank or building society

Please pay First Call Payment Protection 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 First Call Payment Protection Ltd 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 from some types of account

DD11

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 First Call Payment Protection Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request First Call Payment Protection Ltd to collect payment, confirmation of the amount and date will be given to you at the time of request.
- If an error is made in the payment of your Direct Debit, by First Call Payment Protection Ltd 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 First Call Payment Protection 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.