



## Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:	Service user number
	For Fortuna Healthcare official use only This is not part of the instruction to your bank or building society.
Name(s) of Account Holder(s)	
D 1/D 1111 C 111	
Bank/Building Society account number	
Branch Sort Code	
	Instruction to your Bank or Building Society Please pay Fortuna Healthcare Direct Debits from the account
Name and full postal address of your Bank or Building Society	detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction
To: The Manager Bank/building society	may remain with Fortuna Healthcare and, if so, details will be passed electronically to my Bank/Building Society.
Address	Signature(s)
Postcode	Date
Reference	

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

DDI 1 5/15

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 Fortuna Healthcare will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request
  - Fortuna Healthcare 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 Fortuna Healthcare 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 Fortuna Healthcare 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.