

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:

Castle Water Limited
 Lismore House
 32 Miller Road
 Ayr
 Scotland
 KA7 2AY

DDSetUpOnline

Service user number:

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Name(s) of account holder(s):

Castle Water Account Number or Customer Number:

IMPORTANT You must confirm your Castle Water Account Number below. You will find this on your invoice.									

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	

Instruction to your bank or building society

Please pay Castle Water 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 Castle Water 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

DDI2

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 Debit
- If there are any changes to the amount, date or frequency of your Direct Debit, Castle Water Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Castle Water Limited 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 Castle Water 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 Castle Water 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