

## 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 to:

### ARBOUR HOUSING

18-22 Carleton Street  
Portadown  
Co. Armagh, BT62 3EN

**T** 028 3833 9795  
**E** hello@arbourhousing.org  
**W** arbourhousing.org

### NAME(S) OF ACCOUNT HOLDER(S)

  

### BANK/BUILDING SOCIETY ACCOUNT NUMBER

### SORT CODE

### NAME AND FULL POSTAL ADDRESS OF YOUR BANK OR BUILDING SOCIETY

TO: THE MANAGER	BANK/BUILDING SOCIETY
ADDRESS	
<input type="text"/>	
POST CODE	

### REFERENCE

### SERVICE USER NUMBER

9	6	2	3	1	0
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FOR ARBOUR HOUSING OFFICIAL USE ONLY This is not part of the instruction of your bank or building society.

### Instruction to your bank or building society

Please pay Arbour Housing Association 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 Arbour Housing 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

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, Arbour Housing will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Arbour Housing 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 Arbour Housing 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 entitled to, you must pay back when Arbour Housing 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.