

Please fill in the whole form including official use box using a ball point pen and send it to:

Foundation for Credit Counselling T/A  
StepChange Debt Charity  
Wade House  
Merrion Centre  
Leeds  
LS2 8NG

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 (StepChange client number)

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

FOR Foundation for Credit Counselling T/A StepChange Debt Charity OFFICIAL USE ONLY  
This is not part of the instruction to your Bank or Building Society.

**If the plan is not in your name please enter your full name and address below:**

Name
Address
Postcode

**Instruction to your Bank or Building Society**

Please pay Foundation for Credit Counselling T/A StepChange Debt Charity 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 Foundation for Credit Counselling T/A StepChange Debt Charity and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

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 Foundation for Credit Counselling T/A StepChange Debt Charity will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Foundation for Credit Counselling T/A StepChange Debt Charity 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 Foundation for Credit Counselling T/A StepChange Debt Charity 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 Foundation for Credit Counselling T/A StepChange Debt Charity 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.