

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

**Real Group (UK) Ltd**  
**Canterbury Innovation Centre**  
**University Road**  
**Canterbury**  
**Kent**  
**CT2 7FG**

**Instruction to your Bank/Building Society to pay by Direct Debit**

Service User Number

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Name(s) of Account Holder(s)


Reference (for office use only)

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Bank/Building Society account number

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**Instruction to your Bank or Building Society**

Please pay Real Group (UK) Ltd , direct debits from the account detailed in the instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with The Real Group and, if so, will be passed electronically to my Bank/Building Society.

Branch Sort Code

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Name and full postal address of your bank or building society

To: the manger	Bank/building society
Address	
Postcode	

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, Real Group (UK) Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Real Group (UK) Ltd 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, Real Group (UK) Ltd, or your bank or building society, you are entitled to a full and immediate refund of the amount paid from you bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Real Group (UK) 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.