

# Instruction to your bank or building society to pay by Direct Debit

Please fill in this form in FULL using a ball point pen and send it to:

Office of Communications  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

## Name and full postal address of your Bank or Building Society

To the manager

Bank/Building Society

Address

Postcode

## Name(s) of account owner(s)

## Bank/Building Society Number

## Branch sort code

## Originator reference number

9 1 7 5 5 0

### ADDITIONAL INFORMATION TO BE PROVIDED BY THE CUSTOMER

This is not part of the instruction to your  
Bank or Building Society

#### Invoice number

#### Ofcom Customer Account reference: (please quote from invoice number)

#### Mandate start date:

## Instruction to your Bank or Building Society

Please pay Ofcom 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 Ofcom and, if so, details will be passed electronically to my Bank or Building Society.

## Signature(s)

## Date

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

The Guarantee should be detached and retained by the payer



## The Direct Debit Guarantee

- The 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 Ofcom will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Ofcom 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 Ofcom 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 Ofcom 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 Ofcom.