



## 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:

CHL Mortgages  
PO Box 146  
Skipton  
BD23 9GN

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building society

To: The Manager

Bank/building society

Address

Postcode

Service user number

Reference

Instruction to your bank or building society

Please pay CHL Mortgages 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 CHL Mortgages and, if so, details will be passed electronically to my bank/building society.

Signatures

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account.

DD12

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 CHL Mortgages will notify you 4 working days in advance of your account being debited or as otherwise agreed. If you request CHL Mortgages 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 CHL Mortgages 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 CHL Mortgages 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.