



This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change, ALPHERA Financial Services will notify you at least 10 working days in advance of your account being debited or as otherwise agreed.

If an error is made by ALPHERA Financial Services or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

The Direct Debit Guarantee

This guarantee should be detached and retained by the Payer

Instruction to your Bank or Building Society to pay by Direct Debit



Please complete the form and send it to: ALPHERA Financial Services, Phoenix One, 59-63 Farnham Road, Slough SL1 3TN

Originator's Identification Number

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1. Name and full postal address of Bank or Building Society

To: The Manager
Address
Postcode

4. Branch Sort Code

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2. Name(s) of Account Holder(s)

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3. Bank or Building Society Account Number

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5. ALPHERA Financial Services Reference Number

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Instruction to your Bank or Building Society
 Please pay ALPHERA Financial Services 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 ALPHERA Financial Services and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date