



# 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:

Dispatch Magazine  
 C/O Spider Solutions Publishing Ltd  
 Queens House  
 Queens Square  
 Attleborough  
 Norfolk. NR17 2AE

Company Name and 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

Reference Number

Service User Number (SUN)

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FOR PSL re Spider Solutions Publishing OFFICIAL USE ONLY  
 This is not part of the instruction to your Bank or Building Society.  
**Important – Please complete these details:**

Account Holder(s) Name & Address:

Name:

Address:

Postcode:

Email Address:

### Instruction to your bank or building society

Please pay PSL re Spider Solutions Publishing 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 PSL re Spider Solutions Publishing and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

DD11

Banks and Building Societies may not accept Direct Debit Instructions from 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 PSL re Spider Solutions Web Design will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request PSL re Spider Solutions Web Design 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 PSL re Spider Solutions Web Design 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 PSL re Spider Solutions Web Design 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.