

# Direct Debit – a quick secure way to pay



## Why pay by Direct Debit ?

Direct Debit is a secure way to pay your regular bills. Just complete the form overleaf or give us a call and we will do the rest for you.

You can pay weekly, fortnightly or monthly all payment dates are listed over.

You will always be covered by the “Direct Debit Guarantee” so in the unlikely event a payment is made in error your bank or building society will give you an immediate refund of that amount.

You can cancel your Direct Debit at any time with your bank or building society.

## How to set up your Direct Debit.

**Post** - Just fill in the form overleaf and return it to Radian, Drum Court, The Spain, Petersfield GU32 3NG.

**Telephone** - We can set your direct debit up over the telephone as long as the tenancy is in the payers name.

Just call on **0300 123 1 567** and our customer services will get a member of the direct debit team to give you a call back.

**Online** - Visit the Radian website - Residents page and register on My Radian. There you will be able to enter your bank account details to set up a Direct Debit.

Once we have received your instruction we will give you 10 days notice in writing detailing all of your payments.

Any amendments to your payments will always be detailed in writing to you.

Any questions call 0300 123 1 567.





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

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

Radian Drum Court The Spain Petersfield GU32 3NG
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Name(s) of Account Holder(s)


Branch Sort Code

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Bank/Building Society Account Number

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Name and address of your Bank or Building Society

To:
Address:
Postcode

Tenancy Reference Number

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Banks and Building Societies may not accept Direct Debit Instructions from some accounts

Service User Number

8	3	8	7	6	3
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This is not part of the Instruction to your Bank or Building Society

Tenancy Name:

Tenancy Address:

Postcode:

What date would you like to pay? Please tick.

Monthly

1<sup>st</sup>  5<sup>th</sup>  8<sup>th</sup>  15<sup>th</sup>  25<sup>th</sup>  28<sup>th</sup>

(weekly tenancies only)

Weekly  Fortnightly

Mon  Tues  Weds  Thurs  Fri

### Instruction to Bank or Building Society -

Please pay Radian Group Ltd, 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 Radian Group Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

This guarantee should be detached and retained by you

### The Direct Debit Guarantee

- This Guarantee is offered by Banks/Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Radian will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Radian to collect a payment, confirmation of 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 Radian Group Ltd 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 Radian asks you to.
- You can cancel a Direct Debit at any time by contacting your Bank or Building Society. Written confirmation may be required. Please also notify Radian.

