



# 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:

Radian Lifelink  
 Drum Court  
 The Spain  
 Petersfield  
 Hampshire  
 GU32 3NG

Service User Number

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

Customer Reference
Customer Name
Address
Postcode

Name(s) of Account Holder(s)


Bank/Building Society Account Number

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Branch Sort Code

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### Instruction to your Bank or Building Society

Please pay Radian 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.

Name and address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Signatures
Date

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

DD11

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 Radian Group Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Radian Group Ltd 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 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 Group Ltd 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.

## **How does Direct Debiting work?**

Radian invites you to complete a form authorising Direct Debits to be made. This is printed overleaf for your convenience.

You return this form to Radian Ltd which records your instruction and notifies your bank accordingly, in accordance with these instructions.

## **How safe is it?**

The system has been carefully designed by the banks to offer full protection and only organisations approved by the banks may participate.

You can cancel a Direct Debit at any time before your account has been charged, by writing to your Bank or Building Society and *notifying Radian*.

If your charges change, you will be advised of the new monthly instalment before the debit is made.

**Radian has given an indemnity which guarantees you immediate reimbursement by your Bank or Building Society should the Direct Debit not confirm to your instructions or to any advance notice of a change in amount or the payment date**