

# Credit card

by Direct Debit



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

Please complete this form in black ink and send it to:  
TSB Bank plc, Card Services, PO Box 16591, Birmingham B25 9GR.

### To the Manager

Name and full postal address of your Bank/Building Society

Form fields for name and address of the Bank/Building Society, including a Postcode field.

The name(s) on your account and your full address details

Form fields for account name and address details, including a Postcode field.

Contact telephone number

Form field for contact telephone number.

Branch sort code

Form fields for branch sort code.

Bank/Building Society account number

**Important** – this account must be able to make a Direct Debit payment

Form fields for Bank/Building Society account number.

You will need to check with your bank account provider that this account can make direct debit payments. Banks and Building Societies may not accept Direct Debit instructions for some type of accounts i.e. Savings.



Originator's identification numbers

Form fields for originator's identification numbers: 8 4 0 0 5 5

Credit card account number

(Existing customers must provide this. Otherwise this could lead to a delay in your Direct Debit being set up)

Form fields for credit card account number.

Month credit card applied for (new customers only)

Form field for month credit card applied for.

### Instruction to your Bank or Building Society

Please pay TSB Bank plc, Card 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 TSB Bank plc, Card Services, and, if so, details will be passed electronically to my Bank/Building Society.

### Your signature(s)

Form field for signature(s).

Date

By signing you are confirming that you are the authorised signatory for the bank account detailed.

### Direct Debit option:

Please choose your preferred option. If no choice is made we will assume that you would like the minimum monthly repayment option.

If you choose the monthly set amount or monthly set percentage option and the amount or percentage are less than your minimum monthly payment in any month, then we will collect the minimum monthly payment in that month to avoid you incurring charges.

100% of the statement balance

Minimum monthly repayment option

Monthly set amount

Set amount (£)

Form fields for set amount (£).

Monthly set percentage

Set percentage (%)

Form fields for set percentage (%).

### For TSB Card Services use only

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

Credit card account number (reference number)

Form fields for credit card account number (reference number).

Change account code

Initials

Diarised

Initials

Form field for change account code.

Form field for initials.

V100002-0713



## 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 TSB Card Services will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request TSB Card Services 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 TSB Card Services 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 TSB Card Services 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