


# How to fill out your Direct Debit Mandate



**Lowther Homes Ltd**

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:

Direct Debit Team  
 Wheatley House  
 25 Cochrane Street  
 Glasgow  
 G1 1HL

Name(s) of account holder(s)

Service user number

Bank/building society account number

Reference

Branch sort code

Instruction to your bank or building society

Please pay Lowther Homes 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 Lowther Homes Ltd and, if so, details will be passed electronically to my bank/building society.

Name and full postal address of your bank or building society

To: The Manager Bank/building society

Address

Postcode

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account


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This is not part of the instruction to your bank or building society and must be detached by Lowther Homes Ltd before submission to the paying bank:

Common charge account

Please tick a box below to select your preferred monthly payment date:

15<sup>th</sup>
 22<sup>nd</sup>




Property address:

Telephone Number:

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

**Your bank details**  
 (Complete this section)  
 It's important to complete all sections

**PAYMENT INFO**  
 (Complete this section)  
 Please make sure you tell us the date you would prefer the payment to leave your bank or building society account

**Leave this blank**  
 we'll fill this in

**SIGN AND DATE**  
 (Complete this section)  
 Please remember to check, sign and date the form before returning

**If blank fill this in**

Please return the form to the Direct Debit team  
 – we'll process it and send it on to your bank