

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



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

Novuna  
Hakuba House  
Trowbridge  
Wiltshire  
BA14 0FL

**Name and full postal address of your Bank or Building Society**

To the Manager	Bank/Building Society
Address	
Postcode	

**Service User Number**

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**Reference Number**

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**Name(s) of Account Holder(s)**

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**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 Novuna 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 the Novuna and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Banks and Building Societies may not accept Direct Debit instructions for some types of accounts

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