

## Instructions on how to complete your Direct Debit Instruction Form



Zog Energy

Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Zog Energy  
IP City Centre  
1 Bath Street  
Ipswich  
Suffolk  
IP2 8SD

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager: Bank/Building Society

Address

Postcode

Reference

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

Service User Number  
2 8 2 5 5 4

FOR PSL re Zog Energy OFFICIAL USE ONLY  
This is not part of the instruction to your Bank or Building Society.  
**Important** - Please complete these details:

Account Holder(s) Name & Address:

Name:

Address:

Postcode:

Email Address:

Instruction to your bank or building society  
Please pay PSL re Zog Energy Direct Debits from the account detailed in this instruction subject to the safeguards assumed by the Direct Debit Guarantee. I understand that this instruction may remain with PSL re Zog Energy and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

- 1
- 2
- 3
- 4

- 5
- 6

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 PSL re Zog Energy will notify you five (5) working days in advance of your account being debited or as otherwise agreed. If you request PSL re Zog Energy 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 PSL re Zog Energy 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 PSL re Zog Energy 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.

### 1) Names (s) of Account Holders(s)

Please provide name(s) of the bank account holder as it appear on the bank card or bank statement.

### 2) Bank account number and sort code

Account numbers can be found on bank statements and bank cards.

### 3) Bank name and address

Please provide the name and address of the bank at which this account is held.

### 4) Reference

This is your Zog Energy account number. Found on emails and correspondence sent by us.

### 5) Your contact details

Please add your contact details here. This helps us to identify your account.

### 6) Signature and date

Please ensure an authorised signatory for the bank account signs here