

Please complete all sections of this form in BLOCK CAPITALS. Print, sign and return to: Isle of Man Energy, Murdoch House, South Quay, Douglas, Isle of Man IM1 5PA

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



Service User Number

7 5 7 4 3 1

**Account Holder details**

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

Address

Postcode

Reference number

**Banks and Building Societies may not accept Direct Debit instructions for some types of account.**

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

**Customer to complete in full**

Title Mr/Mrs/Miss/Other

Surname

Forename(s)

Address

Address

Postcode

Please tick box

Variable (Amount of Invoice)

Or

Fixed Monthly Amount

(If monthly enter amount here)

£

Preferred Monthly Debit Date

D D M M Y Y

(NB This is the date you would like the payment to be deducted from your bank account. Under some circumstances it may take up to three working days after this date for your payment to be collected. Isle of Man Energy will not collect the payment before your preferred date).

**Instruction to your Bank or Building Society**

Please pay Isle of Man Energy 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 Island Energy and, if so, details will be passed electronically to my Bank/Building Society.

Signatures

Date

FOR ISLE OF MAN ENERGY OFFICIAL USE ONLY

**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 Isle of Man Energy will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Isle of Man 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 Isle of Man Energy or your bank or building society you are entitled to 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 Isle of Man 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.