

PLEASE KEEP THIS IN A SAFE PLACE

# 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, Pinnacle Insurance plc will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Pinnacle Insurance plc 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 Pinnacle Insurance plc 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 Pinnacle Insurance plc 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.



DD006 - 7/12/2010

Please detach the Direct Debit Guarantee above and keep for your records



## INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY DIRECT DEBITS



Please complete parts 1-5 to instruct your branch to make payments from your account. Then return the form to: Pinnacle Insurance plc, Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire WD6 2XX

1. Name and full postal address of your Bank or Building Society Branch

To: The Manager ..... Bank or Building Society  
 Address .....  
 Postcode .....

Service User Number

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Reference Number (To be completed by Service User)

2. Name(s) of account holder(s)

5. Instruction to your Bank or Building Society

- Please pay Pinnacle Insurance plc, Direct Debits from the account detailed on this Instruction subject to the safeguards assured by The Direct Debit Guarantee.
- I understand that this instruction may remain with Pinnacle Insurance plc and if so, details will be passed electronically to my Bank/Building Society.

3. Bank or Building Society account number

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4. Branch Sort Code (from the top right hand corner of your cheque)

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Signature(s) .....

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Date .....

**BANKS AND BUILDING SOCIETIES MAY NOT ACCEPT DIRECT DEBIT INSTRUCTIONS FOR SOME TYPES OF ACCOUNT**