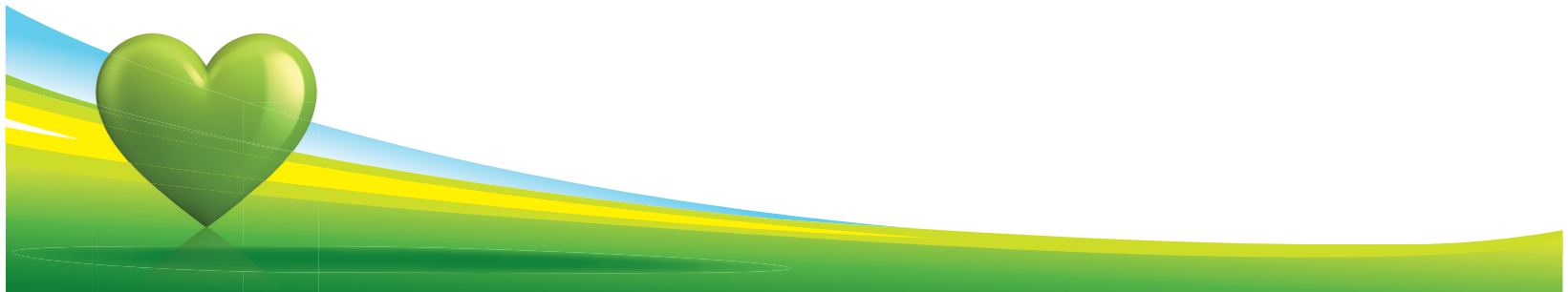


## The Direct Debit Guarantee

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

This guarantee should be detached and retained by the payer.



### LV=, Emperor House, Grenadier Road, Exeter Business Park, Exeter EX1 3LH

Tel: 0800 678 1906  
for Textphone: dial 18001 first. Fax: 0800 678 1898

To help continually improve customer service, calls may be monitored and/or recorded.

LV= and Liverpool Victoria are trade marks of Liverpool Victoria Friendly Society Limited (LVFS) and LV= and Liverpool Victoria are trading styles of the Liverpool Victoria group of companies. LVFS is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 110035. Registered address: County Gates, Bournemouth BH1 2NF.

17994-2017 10/17



### Instruction to your Bank or Building Society to pay by Direct Debits

Please fill in the whole form and send it to: LV=, Emperor House, Grenadier Road, Exeter Business Park, Exeter EX1 3LH



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

To: The Manager \_\_\_\_\_

Bank or Building Society \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

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

3. Branch sort code (from the top right hand corner of your cheque)

 -   -  

Service user number

4. Bank or Building Society account No.

5. For completion by LV=

6. Instruction to your Bank or Building Society

Please pay Liverpool Victoria Friendly Society Limited 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 Liverpool Victoria Friendly Society Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature

Date

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