



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

Service User Number

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

Freepost EDF CUSTOMER CORRESPONDENCE

Name(s) of Account Holder(s)


Bank/Building Society Account Number

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Branch Sort Code

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Name and Full Post Address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address:	
Postcode:	

Customer Reference Number

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**For EDF official use only.**  
This is not part of the Instruction to your Bank or Building Society

I/we would like to make variable Direct Debit payments to match our invoices.

Please complete your name and address details.

Name:	
Position	Company
Address:	
Postcode:	
Telephone:	

Please tick one of the following options and provide the details required.

Use this Instruction for this single MPAN or MPRN only -

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Use this Instruction for multiple MPANs\MPRNs (list included\*)

\*where instruction is for multiple MPANs\MPRNs please ensure a list of these is included with this Instruction when sent to [I&CRevManDDI@edfenergy.com](mailto:I&CRevManDDI@edfenergy.com) or Freepost address shown above.

## Instruction to your Bank/Building Society

Please pay EDF Energy Customers Ltd 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 EDF Energy Customers Ltd and, if so, details will be passed electronically to my bank/building society.

Signature	Date:
Print Name:	
Signature:	Date:
Print Name:	

Please note that some Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

This guarantee should be detached and retained by the payer.

## 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, EDF Energy Customers Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request EDF Energy Customers Ltd 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 EDF Energy Customers Ltd 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 EDF Energy Customers 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.

**Please retain this Direct Debit Guarantee Section**