

Direct Debit Mandate

Make managing and paying your bills easier

To sign up to pay by Direct Debit, simply complete the form below and send it to us:

- By email to customer.enquiries@business-stream.co.uk
- By post to **Business Stream, PO Box (17381), Edinburgh, EH12 1GT**

Step 1: Tell us your details

Name

Company name

Email address Phone number

Site Supply address

Postcode

Customer reference no.:*

Step 2: Sign up for Direct Debit

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

To: The manager, bank/building society

Address of bank/building society

Name(s) of account holder(s)

Sort code:

Choose your payment option:

- **Monthly** Choose a monthly payment date (1–28): or last day of the month
- **Due at billing** One payment no earlier than ten working days following issue of your bill, or in line with your supply contract payment terms.

Originator's ID no.: Customer reference no.:*

Instruction to your bank or building society***

Please pay Business Stream 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 Business Stream and, if so, details will be passed electronically to my bank/building society.

If you're completing this form online then you can use an electronic signature. Guidance on electronic signature is available at www.berr.gov.uk. Alternatively you can simply sign the document using a ballpoint pen. *If you require two signatures to set up a Direct Debit, please post your completed form to us. **Customer reference number can be found on your bill. *** Banks and building societies might not accept Direct Debit instructions from some types of accounts.

Direct Debit

Paying by Direct Debit means no more waiting for your bill to arrive and no more writing cheques. It also spreads the cost of your charges.

- A monthly payment plan means that your bill is spread into monthly instalments
- Due at billing means that your Direct Debit will be taken 10 days after your bill.

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, Business Stream will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Business Stream 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 Business Stream 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 Business Stream 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.