



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



Please fill in the whole form using a ball point pen and send it to:

**Glide Utilities Ltd**  
**Alpha Tower**  
**Suffolk Street Queensway Birmingham**  
**B1 1TT**

Service User Number

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Name(s) of Account Holder(s)

  


Reference (Your Glide Account Number)

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Bank/Building Society Account Number

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Branch sort code

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### Instruction to your bank or building society

Please pay Glide Utilities 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 Glide Utilities Ltd and, if so, details will be passed electronically to my bank or building society.

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
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Address
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Postcode
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Signature(s)
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Date
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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

## 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, Glide Utilities Ltd will notify you've (5) working days in advance of your account being debited or as otherwise agreed. If you request Glide Utilities 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 Glide Utilities 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 Glide Utilities Ltd 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.