



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

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

Mortgage Admin Team  
 Pepper (UK) Limited  
 114a Cromwell Road  
 London  
 SW7 4ES

Service user number

4 4 0 4 0 1

FOR Pepper (UK) Limited OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

APP NUMBER

Which day would you like us to collect your mortgage payment each month? E.g.: 1<sup>st</sup>, 5<sup>th</sup>, 28<sup>th</sup>

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building society

To: The Manager Bank/building society  
**Pepper Homeloans**  
 Address  
**114a Cromwell Road**  
**London**  
 Postcode  
**SW7 4ES**

Instruction to your bank or building society

Please pay Pepper (UK) 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 Pepper (UK) Limited and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Reference

2XXXXXXXX

DD11

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 Pepper (UK) Limited will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Pepper (UK) Limited 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 Pepper (UK) Limited 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 Pepper (UK) Limited 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.