



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 Flip Solutions Ltd will notify you (7) working days in advance of your account being debited or as otherwise agreed. If you request Flip Solutions 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 Flip Solutions 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 Flip Solutions 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.



**flipsolutions**  
Intelligent . Business . Solutions

## 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: Flip Solutions Ltd, Unit 8, 29 Mill Lane, Welwyn, Herts, AL6 9EU

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 postal address of your bank or building society branch

To: The Manager	Bank/building society
Address	
Postcode	

Service User Number

2	7	0	4	2	8
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Flip Connect Reference Number

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**Instruction to your bank or building society**

Please pay Flip Solutions 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 Flip Solutions Ltd and, if so, details will be passed electronically to my bank/building society.

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**