



The Key Support

8th Floor, HYLO
103-105 Bunhill Row
London
EC1Y 8LZ

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

Customer Name or Company name

Name(s) of account holder(s)

Bank/Building Society account number

Branch sort code

Name and full postal address of your Bank/Building Society

Service User Number

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Reference

Instruction to your Bank or Building Society
Please pay GC re The Key Support 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 GC re The Key Support and, if so, details will be passed electronically to my bank/building society.

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

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 GC re The Key Support will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request GC re The Key Support 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 GC re The Key Support 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 GC re The Key Support 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.