



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

The Key Support Service Limited
 29 Ludgate Hill
 London
 EC4M 7JR

Service user number

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Name(s) of account holder(s)

Reference (please leave blank)

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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

To: The Manager	Bank/building society
Address	
Postcode	

Instruction to your bank or building society

Please pay The Key Support Services 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 The Key Support Services Limited and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

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 The Key Support Services Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Key Support Services 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 The Key Support Services 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 The Key Support Services 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.



Paying by Direct Debit

- Membership fees will be taken on the 19th of the first month (or if a weekend/bank holiday the next working day) after we receive the completed mandate. You will be charged the cost of a full year membership in advance.
- Annual payments thereafter will be taken on the 19th of the month after your membership renewal date
- If a payment fails, The Key Support Services Limited will contact the membership holder and attempt to recover the failed payment on the 19th of the following month
- If a payment fails this may affect your schools access to the service

Renewing a Membership

- 4 weeks prior to the organisation's membership ending, a new invoice will be generated and issued for the next 12 months membership. Payment will be taken on the 19th of the month immediately following the membership's renewal date.
- Correspondence with the renewal invoice will state that payment will continue to be taken automatically

Cancelling your Direct Debit

- Your Direct Debit can be cancelled at any point with 7 days written notice, either by email to enquiries@thekeysupport.com or by post.

Cancelling your membership

- If you do not wish to renew your schools membership please email enquiries@thekeysupport.com or call our team on 0800 060 7733