

# Instruction to your Bank or Building Society to pay by Direct Debit



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

MyRuby Limited  
 2 The Centre  
 The Crescent  
 Colchester Business Park  
 Colchester  
 Essex  
 CO4 9QQ

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

To: The Manager	Bank / Building Society
Address	
Postcode	

Reference Number

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Service User Number

2	4	2	9	0	7
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**FOR MyRuby OFFICIAL USE ONLY**

This is not part of the instruction to your Bank or Building Society

**Instruction to your Bank or Building Society**

Please pay MyRuby 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 MyRuby Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date




**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, MyRuby Limited will notify you seven working days in advance of your account being debited or as otherwise agreed. If you request MyRuby 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 MyRuby 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 MyRuby 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.

This guarantee should be detached and retained by the payer