



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
One Southampton Row
London
WC1B 5HA

Service user number

4 4 0 4 3 5

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	

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

Instruction to your bank or building society

Please pay Metro Bank Plc 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 Metro Bank Plc and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference – For Metro Bank PLC Official Use Only

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 Metro Bank Plc will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Metro Bank Plc 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 Metro Bank Plc 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 Metro Bank Plc 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.