



Buzz Connect

Unit 6 Glenmore Business
Park Blackhill Road Holton
Heath Poole, BH16 6NL

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

Name of account holder

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 Buzz Connect 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 Buzz Connect 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 Buzz Connect will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Buzz Connect 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 Buzz Connect 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 Buzz Connect 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 Buzz Connect.