

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, Pozitive Energy Limited will notify you no less than 5 days in advance of your account being debited or as otherwise agreed. If you request Pozitive Energy 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 Pozitive Energy 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 Pozitive Energy 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 Pozitive Energy Limited.

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Direct Debit Agreement

Instruction to your Bank/Building Society

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

Trading Name

Name of Account Holder

Bank/Building Society Name

Branch Sort Code

Bank/Building Society Account Number

A second signatory is not mandatory

Name	Name
Job Title	Job Title

Signature	Signature
Signed On	Signed On

