



BUSINESS



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:

Payments
 Virgin Media
 Unit 1 – 12 Mayfair Business Park
 Broad Lane
 Bradford
 BD4 8PW

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

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Service user number

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FOR VIRGIN MEDIA BUSINESS OFFICIAL USE ONLY This is not part of the instruction to your bank or building society.	
TO BE COMPLETED BY THE ACCOUNT HOLDER	
Account Number	
Account Name & Address	
Postcode	
[18 SO]	

Instruction to your bank or building society

Please pay **Virgin Media Payments 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 **Virgin Media Payments 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 **Virgin Media Payments Limited** will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request **Virgin Media Payments 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 **Virgin Media Payments 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 **Virgin Media Payments 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.