

# Direct Debit Instruction



## Guidance notes

Please complete in BLOCK CAPITALS the section which is appropriate for your method of payment and return the form to your Financial Adviser or Aviva. Please DO NOT return the completed form to your Bank or Building Society.

## Direct Debit instruction – for GBP (£) payments from a UK bank account only



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



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

**Aviva**  
**Po Box 1550**  
**Salisbury**  
**SP1 2TW**  
**United Kingdom**  
**Tel: +44(0) 1722 415088**

1 Name and full postal address of bank or building society branch

To: The Manager	Bank/building Society
Address	
Postcode	

2 Name(s) of account holder(s)

Email address

Service user number

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3 Branch sort code

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4 Bank/building society account number

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5 Policy Number

6 Instruction to your bank or building society. Please pay Aviva Management Services UK 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 Aviva Management Services UK 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 Aviva Management Services UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Aviva Management Services UK 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 Aviva Management Services UK 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 Aviva Management Services UK 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.

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Aviva Life & Pensions UK Limited

Registered in England No.3253947. Registered office: Aviva, Wellington Row, York, YO90 1WR.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 185896.

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