



## Instruction to your Bank or Building Society to pay by Direct Debit

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

XL Telecom  
Wye View House  
Bigstone Meadow  
Tutshill  
Gloucestershire  
NP16 7JU

### Service User Number

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Name(s) of Account Holder(s)

Bank or 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 Number

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For FastPay Ltd Re The Glow XL Group Limited t/a XL Telecom Official Use Only  
This is not part of the instruction to your Bank or Building Society  
**Dear Customer: Please Complete Below for Our Records**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Instruction to your Bank or Building Society

Please pay FastPay Ltd Re The Glow XL Group Limited t/a XL Telecom 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 FastPay Ltd Re The Glow XL Group Limited t/a XL Telecom 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.

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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, FastPay Ltd Re The Glow XL Group Limited t/a XL Telecom will notify you five working days in advance of your account being debited or as otherwise agreed. If you request FastPay Ltd Re The Glow XL Group Limited t/a XL Telecom 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 FastPay Ltd Re The Glow XL Group Limited t/a XL Telecom 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 FastPay Ltd Re The Glow XL Group Limited t/a XL Telecom 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.