



# 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

9	1	4	7	9	4
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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 \_\_\_\_\_ [04 MD]

**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.