# 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:**

Gazprom Energy
5th Floor
8 First Street
Manchester
M15 4RP

**Service user number**

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FOR GAZPROM ENERGY OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

**Name(s) of account holder(s)**

**Bank/building society account number**

**Branch sort code**

**Name and full postal address of your bank or building society**

To: The Manager — Bank/building society

Address

Postcode

**Reference**

**Instruction to your bank or building society**
Please pay Gazprom Energy 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 Gazprom Energy 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

DDI1

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 Gazprom Energy will notify you 7 working days in advance of your account being debited or as otherwise agreed. If you request Gazprom Energy 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 Gazprom Energy 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 Gazprom Energy 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.