**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:

University College London
University College London
Gower St.
London WC1E 6BT

<table>
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<tr>
<th>Service user number</th>
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<td>Reference</td>
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Instruction to your bank or building society

Please pay University College London Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand this instruction may remain with University College London and, if so, details will be passed electronically to my Bank/Building Society.

**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, University College London will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request University College London 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 University College London 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 University College London 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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University College London

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This guarantee should be detached and retained by the payer.