



# Instruction to your Bank Or Building Society to pay Direct Debits



Originators Identification Number  
757871

**Please complete the whole form and send it to:**  
Telefónica O2 UK Limited, Direct Debit Department, Suite XY, Arlington Business Centre,  
Millshaw Park Lane, Leeds LS11 0NE

1 Name and full postal address of your Bank or Building

To: ..... Bank or Building Society

Address: .....

..... Post Code .....

2 Name(s) of Account Holder(s)

3 Branch Sort Code

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4 Bank/Building Society Account No.

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5 Customer Account No. / Mobile No.

6 Instruction to your Bank or Building Society

Please pay O2 Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with O2 and if so, details will be passed electronically to my Bank or Building Society.

Signatures (s)	Date
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Banks and Building Societies may not accept Direct Debit Instructions for some types of account

### 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 Telefónica O2 UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Telefónica O2 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 Telefónica O2 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 Telefónica O2 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.