



firmus energy
 A4-A5 Fergusons Way
 Kilbegs Road
 Antrim, BT41 4LZ

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

Name(s) of Account Holder(s)

Service user number

9	6	0	9	0	6
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Bank/Building Society Account Number

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Reference

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Branch Sort Code

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Instruction to your Bank or Building Society

Please pay firmus energy (supply) ltd 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 firmus energy (supply) ltd and, if so, details will be passed electronically to my Bank/Building Society.

Name and full postal address of your Bank/Building Society

To the Manager	Bank/Building Society
Address	
Postcode	

Signature(s)
___ / ___ / ___ Day / Month / Year

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 firmus energy (supply) ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request firmus energy (supply) ltd 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 firmus energy (supply) ltd 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 firmus energy (supply) ltd 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 notify firmus energy (supply) ltd.