

Information about your Direct Debit

Once you have completed the form, please return it; the form will then be forwarded to your bank or building society. Please **allow fourteen working days** for them to set up the Direct Debit. You will see that the form asks you to select one of the following payment options:

1) To pay the minimum monthly payment on your account each month

If you choose this option, the Direct Debit will collect the minimum payment shown on your statement. It will do this regardless of any other payments you may already have made. However, if any other payments you have made reduce the statement balance below the minimum payment, then only the remaining balance will be collected. The collection will be made on the "payment due by" date shown on your statement.

2) To make a fixed payment to your account each month

If you choose this option the Direct Debit will collect the payment amount which you specify. If your minimum payment is more than the amount you have specified then the higher amount will be deducted. If your statement balance is lower than your fixed amount we will only claim the balance on your statement.

3) To pay the total outstanding balance on your account each month

If you choose this option, the Direct Debit will collect the amount of the balance (less any payments you may already have made) on the "payment due by" date shown on your statement.

If the "payment due by" date on your statement falls on a Bank Holiday or a weekend, the Direct Debit will be collected on the last working day **before** the due date.

You will receive confirmation on your statement when the Direct Debit has been set up. **Until this confirmation appears, you must continue to make alternative payment arrangements by the due date.** Please note that unpaid Direct Debit payments incur a £12.00 administration fee.

Third Party Direct Debits

If you require a third party to pay your account via Direct Debit, please complete the form with their details and read and sign the below:

I confirm that _____ is to repay the above account as my agent. I acknowledge that I remain fully liable for this account and acceptance by you of payments from my agent shall not constitute a waiver of my liability to repay any indebtedness incurred on the above account, which is not discharged by my agent.

Signed _____

Should you have any further queries, please contact partnership card Customer Services on 0845 300 3833.

This is an instruction to John Lewis Financial Services to collect the required Direct Debit amount.

IMPORTANT - PLEASE COMPLETE

Amount of Direct Debit Payment

Each month I wish to pay the following into my *partnership card* account by Direct Debit (please tick only one of the options below):

- A fixed payment of £ or the minimum payment required if that is greater
- The Minimum Monthly Payment The Total Balance Outstanding

If a Direct Debit has not been collected for more than 13 months, any future payments will have to be claimed on a new Direct Debit instruction.

For official use only. This is not part of the instruction to your Bank/Building Society.

Please fill in the whole form and send it to:
partnership card services, PO Box 5137, Coventry, CV3 9EP.



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

Service User Number:

1. Name and full postal address of your Bank/ Building Society.

To The Manager Bank/Building Society

Address

2. Name(s) of account holder(s)

3. Bank Sort Code

/ /

4. Bank/Building Society account number

5. Reference number

(Your 16-digit credit card number)

6. Instruction to your Bank/Building Society

Please pay John Lewis Financial Services, 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 John Lewis Financial Services 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



The Guarantee is offered by all banks and building societies that accept instruction to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit John Lewis Financial Services will notify you normally 10 working days in advance of your account being debited or as otherwise agreed. If you request John Lewis Financial Services 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 John Lewis Financial Services 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 John Lewis Financial Services 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 John Lewis Financial Services.