

# Direct Debit

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

Please fill in the whole form including official use box. If you are completing this form via electronic signature, please return the form to the following addresses:

For a new new scheme: [eb@metlife.uk.com](mailto:eb@metlife.uk.com).

For existing business: [eb@metlife.uk.com](mailto:eb@metlife.uk.com).

If you are returning the form via post, please send to:  
MetLife, PO Box 1411, Sunderland, SR5 9RB

Name(s) of Account Holder(s)

Bank/Building Society account No.      Sort code

Name and full postal address of your Bank or Building Society  
To: The Manager      Bank / Building Society

Address

Reference Number

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

### Service User Number

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### For MetLife official use only

This is not part of the instruction to your Bank or Building Society

### Instructions to your Bank or Building Society

Please pay MetLife 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 MetLife and, if so, details will be passed electronically to my Bank / Building Society.

Signature(s)

Date

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MetLife Europe d.a.c. is a private company limited by shares, registered in Ireland under company number 415123. Registered office at 20 on Hatch, Lower Hatch Street, Dublin 2, Ireland. UK branch office at Invicta House, Trafalgar Place, Brighton BN1 4FR. Branch establishment number: BR008866. MetLife Europe d.a.c. (trading as MetLife) is authorised and regulated by Central Bank of Ireland. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

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**The Direct Debit Guarantee** - This guarantee should be detached and retained by the Payer.



- 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, MetLife will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request MetLife 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 MetLife 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 MetLife 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.