



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

Please fill in this form in FULL using a ball point pen and send it to:

Office of Communications  
Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA

Originator's Identification Number

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Name(s) of Account Holder(s)


Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

ADDITIONAL INFORMATIONAL TO BE PROVIDED BY THE CUSTOMER  
This is not part of the instruction to your Bank or Building Society.

Ofcom Customer Account Reference (Please quote from renewal notice):

.....

Mandate start date:

.....

Instruction to your Bank or Building Society

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

Signatures

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.

DD11

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