



Direct Debit Indemnity Refund Payer Request Form

Reference Number (for bank use only):

Please complete this form and Post to:

BOI UK, PO Box 2124, Belfast, BT1 9RS or leave into your nearest Bank of Ireland branch.

Customer's Name: _____ Contact phone number: _____

Account details (from which collections have been taken):

Account Name: _____

Account Number: _ _ _ _ _ _ _ _ _ _ Sorting Code: _ _ - _ _ - _ _

We would now like to record details about the error that has occurred:

1) Why do you believe a refund is required?

Note: The Direct Debit Guarantee only covers an error in the collection of Direct Debit payments. It does not cover issues relating to the underlying contract or service disputes between the organisation and the payer. These should be raised directly with the service provider.

2) Has the organisation that collected the Direct Debit(s) been advised of the issue causing the request for a refund? (Yes / No) If yes please provide details

**You may be required to provide supporting evidence for this Claim*

3) Any additional information to support your claim

Legal information

Bank of Ireland UK is a trading name of Bank of Ireland (UK) plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority

Registered Information

Registered in England and Wales (No.7022885).
Bow Bells House, 1 Bread Street, London EC4M 9BE



We would now like to capture the details about the payment or payments (collections) debited from your account:

Details of Direct Debit collection(s) that are believed to be collected in error

Name of organisation collecting the Direct Debit payment(s):

_____, Service User Number (if known): _ _ _ _ _

Amount(s) and date(s) each amount was debited to the account detailed above

Amount	Date	Reference	Amount	Date	Reference
£ .	/ /		£ .	/ /	
£ .	/ /		£ .	/ /	
£ .	/ /		£ .	/ /	
£ .	/ /		£ .	/ /	
£ .	/ /		£ .	/ /	
£ .	/ /		£ .	/ /	

Note: Reference details shown on bank statement for each amount

4) Are you claiming more than 12 months payments from this organisation? Yes No

Where more than 12 months payments are being claimed we will contact you to obtain further information.

General Information

We are not responsible for determining whether you have a legal liability to pay for any goods or service that you received (or agreed to receive). The Direct Debit Guarantee does not require us to refund you where your claim is solely in respect of a dispute about defective goods or a failure to provide a service with the organisation(s) that collected the amounts claimed.

Customer's declaration

By signing this declaration, I/we understand that I/we are stating that the collections(s) referenced above was/were debited from my/our account in error. I/we confirm that the information set out above is complete and accurate. I/we understand that the bank may contact the collecting organisation in connection with this request for a refund. I/we understand that you, Bank of Ireland UK, will be entitled to the return of any refund paid by you to me/us in the event that it is identified that an error in the collection of Direct Debits(s) from my account did not occur. I/we understand that making a false declaration may be a criminal offence.

Signature(s): _____ Date: __ / __ / __

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