

# Direct Debit Form



## Treating Customers Fairly Our Charter – “A Customer’s Guide”

We at APRIL Insurety place at the heart of our business the treatment of our Customers. To ensure that we provide excellent service to our Customers we have introduced our own 'Treating Customers Fairly Charter'.

Our Charter aims to ensure six core objectives for our Customers:

1. Our Customers can be confident that APRIL Insurety has as a core value the welfare of its' Customers.
2. Our products meet the needs of our Customers in today's modern world.
3. Our products are provided in a clear and understandable way and that our Customers are kept informed.
4. Our Business Consultants offer a professional service and provide advice which is suitable and takes account of our Customer's protection, needs and demands.

5. Our service standards meet our Customers' requirements from the first contact with them and throughout the period they remain a Customer of APRIL Insurety.
6. We place no unreasonable restrictions or conditions upon our Customers when considering or submitting a claim or complaint regarding their treatment as a Customer of APRIL Insurety.

If at anytime you feel that we have not delivered these objectives in our Customer dealings please feel free to contact me personally.

Thank you

Clive Bell  
Managing Director

### Instructions to your Bank to pay Direct Debits



|                                     |   |   |   |   |   |   |
|-------------------------------------|---|---|---|---|---|---|
| Originators Identification NO.(OIN) | 3 | 0 | 6 | 2 | 1 | 3 |
|-------------------------------------|---|---|---|---|---|---|

Please complete parts 1 to 4 to instruct your Bank to make payments directly from your account. Then return the form to:-  
**Insurety (Ireland) Limited, Insurety House, Port Road, Letterkenny, County Donegal**

Originators Reference (Max 18 chars)

1 Please write the name & full address of your bank & branch)

Bank  
Branch

2 Name of account holder

3 Sort Code

&

Account Number

4 Your instructions to the Bank, and your Signature

- I instruct you to pay Direct Debits from my account at the request of Insurety (Ireland) Limited.
- I confirm that the amounts to be debited are variable and may be debited on various dates.
- I shall duly notify the Bank in writing if I wish to cancel this instruction. I shall also so notify Insurety (Ireland) Limited of such cancellation.

#### The Direct Debit Guarantee

- This is a guarantee provided by your own Bank as a member of the Direct Debit Scheme, in which Banks and Originators of Direct Debits participate.
- If you authorise payment by Direct Debit, then
  - ◆ Insurety (Ireland) Limited will notify you in advance of the amounts to be debited to your account.
  - ◆ Your Bank will accept and pay such debits, provided that your account has sufficient available funds.
- If it is established that an unauthorised Direct Debit was charged to your account, you are guaranteed a prompt refund by your Bank of the amount so charged.
- You can cancel the Direct Debit Instruction in good time by writing to your Bank.

Signature (s)

Date



APRIL Insurety is a trading name of Insurety (Ireland) Limited.  
Insurety (Ireland) Limited (Company Registration No 360638) is an Insurance Intermediary regulated by the Irish Financial Regulator and a wholly owned subsidiary of Insurety Plc - a member of the APRIL Group. Registered Office: Insurety House, Port Road, Letterkenny, County Donegal. Tel/Fax: 0749 161868.  
Insurety Plc (registered in England No 3179382) is authorised and regulated by the Financial Services Authority.  
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