ReAssure

Date: <insert letter date>

Our reference: RLL9.1

<insert PH name>
<insert address 1>
<insert address 2>
<insert address 3>
<insert address 4>
<insert address 5>

Policy Number: <insert policy number>

Dear <Title> <Surname>

Have you considered switching to Direct Debit?

You currently pay into your policy by Standing Order, cheque or Electronic Fund Transfer. This means you have to post a cheque to us every time your contribution is due,or update your Standing Order with your bank whenever your payment amount changes, or remember to send each payment to us from your bank.

You can choose to pay by Direct Debit instead - you can cancel at any time, and you're covered by the Direct Debit Guarantee. This means:

- we tell you in advance when any change is made to your payment;
- your payment is refunded immediately if anything goes wrong with it;
- you can cancel your payments at any time (although you could lose important benefits).

Switching to Direct Debit is easy – just complete and return the enclosed form.

If you choose to switch, please don't stop paying by your current payment method until we've told you the direct debit has been set up. Otherwise you may miss a payment into your policy.

Here to help

If you have any questions, or need more information, you can send us a message at **reassure.co.uk/contact-us** or contact us on 0808 171 2600 between 9am and 5pm, Monday to Friday, not including bank holidays.

Yours sincerely

Donna Sim
Head of Operations – ReAssure Life

EXAMPLE

ReAssure

DIRECT Debit

DIRECT DEBIT INSTRUCTION

Please complete and return this form to authorise us to collect Direct Debits for your policy.

NOTE

- Direct Debit collections will show on your bank statement as ReAssure Life Limited.
- Please complete the details below in BLOCK CAPITALS with blue or black ink.
- We will insert the 'Reference' on the Direct Debit instruction; please leave this blank.
- Send the completed form to us at the address shown below; do not send it direct to your bank.
- Privacy information – a privacy notice is available on our website at www.reassure.co.uk/privacy-notice

Policy details

Name(s) of the policy owner

Policy number

Third party payer details

This section must be completed with details of any third party paying for your direct debit investment.
In some circumstances the policy owner may be the only person permitted to pay premiums. Please contact ReAssure If you have any queries about this.

Full name(s)/Company name

Permanent UK residential/ registered office address

Date of birth (dd/mm/yyyy)

Company registration number (UK companies only)

Contact number ▶ in case of query

ReAssure

Instruction to your bank or building society to pay by Direct Debit

DIRECT Debit

Please complete the form and send to:
ReAssure, Old Mutual House, Portland Terrace, Southampton SO14 7AY.

Name and full postal address of bank or building society

To: The Manager bank/building society

Address

Postcode

Name(s) of account holder(s)

Bank or building society account number

Branch sort code - -

Service user number

7 6 8 2 4 2

Reference number

Instruction to your bank or building society

Please pay ReAssure Life Limited 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 ReAssure Life Limited 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.

The Direct Debit Guarantee.

DIRECT Debit

- 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, ReAssure Life Limited will notify you five working days in advance of your account being debited or as otherwise agreed. If you request ReAssure Life Limited to collect a payment, confirmation of the amount and the 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 ReAssure Life Limited 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 ReAssure Life Limited 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.
- This Guarantee should be detached and retained by the payer.