



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

Please fill in the whole form using a ball point pen then email or post the form to:

- TicketingServices@tfwm.org.uk
- West Midlands Combined Authority, Ticketing Services, 16 Summer Lane, Birmingham B19 3SD.

Name and address of account holder

Service user number

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Bank/building society account number

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Reference (this is your customer number and starts with 600)

600

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	

Instruction to your bank or building society

Please pay West Midlands Combined Authority 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 West Midlands Combined Authority 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

This guarantee should be detached and retained by the payer.

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, West Midlands Combined Authority will notify you 20 working days in advance of your account being debited or as otherwise agreed. If you request West Midlands Combined Authority 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 West Midlands Combined Authority 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 West Midlands Combined Authority 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.