



Direct Debit Form Instructions

Please could you complete all of the information boxes in full using a ball point pen. Information relating to your bank details can be found in your cheque book or on your bank statement.

Once completed return the Direct Debit Instruction form to the address that can be found on the top left part of the form. You should retain the bottom part of the form which has the Direct Debit Guarantee rule.

Before returning your Direct Debit Instruction please check the following:

- You have provided the reference number. This is your ADT Fire and Security Account Number and begins with a 4¹
- You ticked your preferred collection frequency of Direct Debit payments (monthly, quarterly or annually).
- You have ticked your preferred collection date. Instructions received without a collection date ticked will set up to the next available date.
- You have not written outside any of the information boxes, as Banks and Building Societies will not accept Instructions with comments or amendments written anywhere other than in the boxes provided.
- You have signed and dated the Instruction.

Once the instruction has been set up with your bank/building society we will write to you to confirm the details of your Direct Debit payment arrangement providing at least 10 working days advance notice of the first payment due date.

If you have any queries please do not hesitate to contact us on our direct number 0344 800 6470² during the office hours of 8.30 am, and 4.30 pm inclusive, Monday to Friday excluding Bank Holidays.

Alternatively send an e-mail with any questions relating to setting up a Direct Debit and your preferred contact details to adtuk.directdebit@tycoint.com. You will either need to quote your ADT Account or Contract number, or if you are not sure what they are then your name, and post code.

Please do not send any of your bank details to us via e-mail.

- 1) Your ADT Fire and Security Account Number can be found on any correspondence from ADT. If you are unsure what your ADT account number is, please call the Direct Debit Administration.
- 2) Calls made from a BT network landline cost 6p plus up to 5p per minute. Calls from mobiles and other networks may vary depending on your provider's own tariffs.