

Sovereign Income Assistance Plan

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

Please complete the following

INSTRUCTIONS TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Service User Number:

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Please fill in the whole form and send it to: Insurety Plc, 15 Apex Court, Almondsbury, Bristol, BS32 4JT.

Name and full postal address of your Bank or Building Society:

To: The Manager	<small>Bank/Building Society</small>
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Address:	
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Reference Number:

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Your Instructions to Your Bank or Building Society and Signature

Please pay Insurety Plc 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 Insurety Plc and if so, details will be passed electronically to my Bank/Building Society.

Name(s) of Account Holder(s)

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Bank or Building Society Account Number

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Branch Sort Code

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Signatures(s):
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Date:

Banks and Building Societies may not accept Direct Debit Instructions for some types of accounts.

THE DIRECT DEBIT GUARANTEE



- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Insurety Plc will notify you ten working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Insurety Plc or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to Insurety Plc.

APRIL Insurety is a trading name of Insurety Plc, a member of the APRIL Group.
Insurety Plc (registered in England No 3179382) is authorised and regulated by the Financial Services Authority, registered number 308655.
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