



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form and send to:

If you are residing in UK, Aviva Ltd, c/o AVIVA UKOS Willow House Floor - 3.B PO Box 457 Norwich NR1 3NG

If you are residing outside UK, Aviva Ltd 4 Shenton Way #01-01 SGX Centre 2, Singapore 068807

Name and full postal address of your Bank or Building Society

To: The Manager

Bank/Building Society:

Address:

Postcode

Service User Number

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Reference (For Aviva's completion)

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Instruction to your Bank or Building Society

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

Name(s) of Account Holder(s)

Bank/Building Society Account Number

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Branch Sort Code

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Signature(s)

Date

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

This is not part of the Instruction to your Bank or Building Society and must be submitted to Aviva Ltd.

Address of Account Holder(s)



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, Aviva Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Aviva Ltd 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 Aviva Ltd 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 Aviva Ltd 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.