



Shell ENERGY



Please fill in the whole form, including the 'Official Use Only' box using a ballpoint pen and post the original to:

SHELL ENERGY UK LIMITED

**Elder House, 3rd Floor
586-592 Elder Gate
Milton Keynes MK9 1LR**

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

Originator's identification number

2 7 8 7 1 3

Name(s) of account holders(s)

Bank/Building Society account number

Branch sort code

Name and full postal address of your Bank or Building Society

To: The Manager

Address

Postcode

Reference number

FOR SHELL ENERGY UK LIMITED OFFICIAL USE ONLY
This is not part of the instruction to your Bank or Building Society.

Instruction to your Bank or Building Society

Please pay Shell Energy UK 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 Shell Energy UK 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 from some types of accounts

This Guarantee should be detached and retained by 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, Shell Energy UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Shell Energy UK Limited 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 Shell Energy UK 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 Shell Energy UK 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.

