

Mortgage Direct Debit form

Please fill in this form in BLOCK CAPITALS and in black ink and return to: Mortgage and Loan Operations, Santander, Sunderland SR43 4FH

Santander can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format please visit santander.co.uk/alternativeformats. For more information, ask us in branch or give us a call. If you are deaf, have hearing loss or speech loss, please use Relay UK at relayuk.bt.com. This is a free service that can help you communicate over the phone. If you're using British Sign Language (BSL) and would like to use video relay, you can learn more at santander.co.uk by searching 'accessibility'.

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

Mortgage account number

- 1 Full name and postal address of your bank or building society
Name

Address

Postcode

- 2 Name(s) of account holder(s)

- 3 Sort code

 (from the top right-hand corner of your cheque)

- 4 Bank or building society account number

Service user number



- 5 Instruction to your bank or building society

Please pay Santander UK plc Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

I/we understand that this instruction may remain with Santander UK plc and, if so, details will be passed electronically to my/our bank or building society.

First customer signature

Second customer signature (if applicable)

Third customer signature (if applicable)

Fourth customer signature (if applicable)

Date

All account holders to sign if applicable. If you have a **flexible mortgage** please ensure you read the notes section on this form before signing.

Please read the notes on the back of this form before signing. These notes do not form part of the Direct Debit Instruction.

Santander UK plc. Registered Office: 2 Triton Square, Regent's Place, London, NW1 3AN, United Kingdom. Registered Number 2294747. Registered in England and Wales. www.santander.co.uk. Telephone 0330 9 123 123. Calls may be recorded or monitored. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 106054. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register. Santander and the flame logo are registered trademarks.

Direct Debit Guarantee

To be detached and retained by the customer.

Banks and building societies may not accept Direct Debit instructions to pay Direct Debits for some types of account.



- 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 Santander will notify you five working days in advance of your account being debited or as otherwise agreed. If you request Santander 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 Santander 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 Santander 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.

About paying us by Direct Debit

Please fill in this form and send it to us. Before we can send any money to your solicitor, your bank will need to set up this Direct Debit.

Please note:

- We can take a Direct Debit between the 1st and 28th of each month. If the date falls at the weekend, we'll take it on the next business day.
- Each month, you pay interest for the month before.
- We can only accept one Direct Debit for all your mortgage accounts.
- To change the bank account your Direct Debit payments come from, you should ask for a new Direct Debit instruction. You'll need to return this at least 14 days before you want the new Direct Debit to start.
- Please make sure the account you want to pay the Direct Debit from lets you. Some, for example deposit accounts, don't allow this.
- If you have a Flexible Offset mortgage, **everyone named on the mortgage must sign** this Direct Debit instruction. This is because if anyone wants to draw down money, not all the people on the mortgage need to be named on the bank account. At least one mortgage customer needs to be named on the bank account.