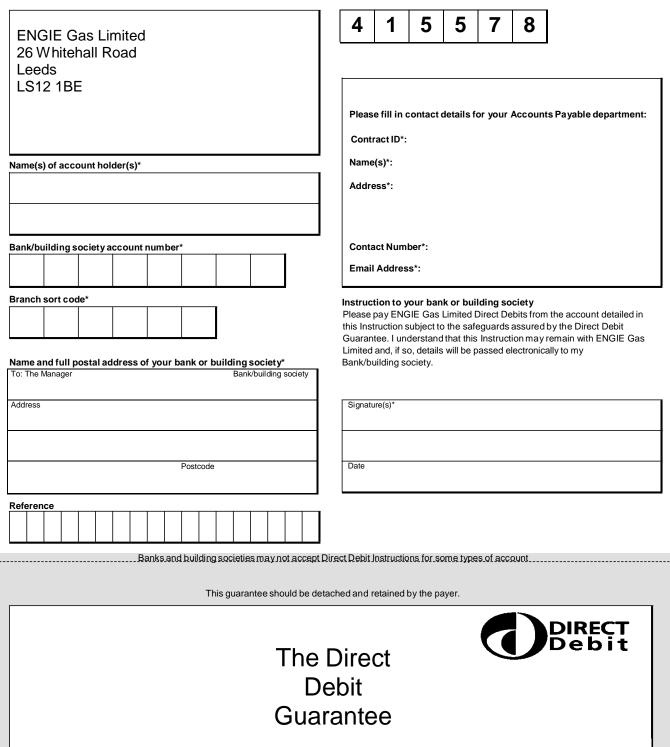




Please fill in **the whole** form including official use box using a ball point pen (mandatory fields are also marked with *) and send it to:

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

Service user number



- 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, ENGIE Gas Limited will notify you 10 working
 days in advance of your account being debited or as otherwise agreed. If you request ENGIE Gas 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 ENGIE Gas 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 ENGIE Gas 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.

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