

### Direct Debit Guarantee

Because you are choosing to pay for your insurance by Direct Debit, you are protected by the Direct Debit guarantee:

- a) If there are any changes to the amount, date or frequency of your Direct Debit Close Brothers Premium Finance will always give you 2 working days' notice in advance of your account being debited.
- b) In the event of an error you are entitled to an immediate refund from your bank or building society.
- c) You have the right to cancel, at any time, and this guarantee is offered by all banks and building societies that accept instructions to pay by Direct Debits
- d) A copy of the safeguards under the Direct Debit Guarantee will be sent to you with the confirmation letter

The company name which will appear on your bank statement will be close brothers premium finance or our company name.