

# Change of Bank Details or Regular Payment Instruction



Please complete this form if you want to set up a direct debit, change your nominated bank account details, or set up a regular payment instruction. If you have any questions about completing this form, please call our Customer Experience Centre on **0345 0700 720**.

Please return this form to: **EQi, PO BOX 4923, Worthing, BN99 6SF.**

## Section A: Your Personal Details

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Please provide your EQi Dealing Account Number

If you do not have an account, you must also complete a Dealing Account application form and return it with this form.

Title                                  Mr                                  Mrs                                  Miss                                  Ms                                  Other

First name(s)

Last name

Telephone number

Postal address

## Section B: Regular Payment Instruction

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If you would like to make regular monthly payments from your bank account into your EQi account, please choose the date you would like payments to be debited from your bank account and the amount that you would like to transfer each month.

	Transfer Date		Amount
Dealing Account including Joint, Investment Club and Company Dealing Accounts	1st	15th	£
Flexible Stocks & Shares ISA	1st	15th	£
Lifetime ISA	1st	15th	£
Child Trust Fund	1st	15th	£

If the regular payment date falls on a non-working day, the payment will be collected on the next working day.

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## Section C: Banking Details - this must be completed

You must set up a Direct Debit to us from your nominated bank account by filling in this section. This will allow you to pay money into your account and allow us to transfer any income you receive from dividends and proceeds from sales to your bank account. The nominated bank account provided must be held in the name of all applicants.

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

Name and full postal address of your bank or building society:

To: The Manager

Service User Number

8 3 8 5 1 0



Service User Reference (if applicable)

EQi

Bank/Building Society address

Postcode

Name of account holder(s)

Bank/Building Society account number

Branch sort code

**Instruction to your bank or building society**

Please pay Equiniti Financial Services Limited, trading as EQi ("EQi"), 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 EQi and, if so, will be passed electronically to my bank/building society.

**Braille, Electronic and Wet signatures are acceptable for agreement to the Direct Debit Guarantee.**

Signature

Print name

Date

Day                      Month                      Year

**Banks and building societies may not accept Direct Debit Instruction for some types of accounts. Please note, if we are unable to verify the bank account details provided to us, we will require you to send us a bank statement.**

We can accept the statement (original/photocopy) that is returned along with this form by post, if you wish to provide this now. Any original statement will be returned to you. The bank statement should be less than three months old and show your full name, current home address, your sort code and account number. This will need to contain some transactional information and the details of the bank, including the bank logo, name and address (branch, registered or web address). We will accept a scanned copy of your bank statement as long as this has been sent from your email address which you have already provided to us and this should be sent to [hello@eqi.co.uk](mailto:hello@eqi.co.uk). However, you should be aware that there are potential risks in sending documents that contain your sensitive bank account information by email as this is not considered to be a totally secure medium. If you are unable to provide a bank statement, we can accept a cheque from your nominated bank account with "void" written across it.

**We recommend that you retain a copy of the Direct Debit guarantee**

**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, Equiniti Financial Services Limited, trading as EQi ("EQi"), will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request EQi 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 EQi 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 EQi 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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## Section D: Declaration

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I confirm that this request has been made by me (account holder) and all information provided is true and accurate. As the account holder I am authorised to make such requests and nominated bank details applied to the direct debit instructions relate to me.

### Sign the form

To sign this form you may provide an electronic signature. You can do this via your Adobe Acrobat Reader DC, or DocuSign which is a free of charge service.

Instructions to create an electronic signature are as follows:

1. On Adobe open the file, or on DocuSign upload the file
2. In the editor, select sign and draw your signature. Then place your signature in the signed box below
3. Save the document and follow the return instruction below.

Please note, we cannot accept a typed or written name in the box below. Alternatively, you may print and sign the document.

Signed

Date

Day

Month

Year

## Next Steps

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To return your form, please send to [forms@eqi.co.uk](mailto:forms@eqi.co.uk), this and all related documents must be received from the registered email on your EQi account. Forms received from an unregistered email account will not be actioned, to assist with this please login to your account and ensure all contact details are correct.

Alternatively you can post the form to: **EQi, PO BOX 4923, Worthing, BN99 6SF**