

# 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**

Bank/Building Society address

Bank/Building Society

Service User Reference (if applicable)

EQi

Postcode

Name of account holder(s)

**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.

Signature

Bank/Building Society account number

Print name

Branch sort code

Date

Day                      Month                      Year

**Banks and building societies may not accept Direct Debit Instruction for some types**

**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.



EQi® is a trading name of Equiniti Financial Services Limited whose registered office is Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA. Equiniti Financial Services Limited is part of the Equiniti Group. Investment and general insurance services are provided through Equiniti Financial Services Limited, which is registered in England & Wales with No. 6208699 and is authorised and regulated by the UK Financial Conduct Authority. Equiniti Financial Services Limited is a member firm of the London Stock Exchange.