

- 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, EE Limited will notify you 5 days in advance of your account being debited or as otherwise agreed. If you request EE 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 EE 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 EE 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.

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

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An easier way to pay your bill

Fill in this prepaid Direct Debit form, detach at the dotted line, fold together and return to EE Limited, PO Box 322, Units 5-7 Shield Road, Ashford Industrial Estate ASHFORD TW15 9BA and your bill will be paid automatically each month. Please retain the Direct Debit Guarantee for your records.

Direct Debit is the easy, hassle free way to pay your EE phone bill. You will still receive your bill each month, so you can keep an eye on costs. The balance will be deducted from your bank or building society account around 8 days later. This gives you time to raise a query if you have one. Your Direct Debit payment will start as soon as we have processed your application. Therefore please check your next bill to ensure that the Direct Debit collection has been set up. If it hasn't you will have to pay that bill in some other way. Remember that you can cancel a Direct Debit instruction at any time, and that we will always keep you informed of any price changes so there are no hidden surprises,

| | |
|--|--|
| Your EE details Your EE phone number _____ | Your EE account number See your bill, if you have received one, if not leave blank _____ |
|--|--|



Please fill in the whole form and return to
EE Limited, PO Box 322, Units 5-7 Shield Road,
Ashford Industrial Estate, ASHFORD TW15 9BA

Originators identification number

| | | | | | |
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| 9 | 4 | 1 | 2 | 8 | 4 |
|---|---|---|---|---|---|

| | |
|--|---|
| Name and full postal address of your Bank / Building Society _____ _____ _____ _____ _____ Postcode _____ | Reference Number (to be completed by EE Limited) |
| For EE Limited official use only (This is not part of the instruction to your Bank / Building Society) | |

Name(s) of account holder(s)

Bank / Building Society account number

Branch sort code

Instruction to your Bank / Building Society
 Please pay EE Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Debit Debit Guarantee. I understand that this instruction may remain with EE Limited and if so details will be passed electronically to my Bank / Building Society.

Signature _____
 Date _____

Bank / Building Societies may not accept Direct Debit instructions from some types of account.
 EE Limited.

1. Complete the Direct Debit form
2. Detach completed Direct Debit form, fold in half, seal and post - no stamp needed. It's as simple as that!



Dear Customer

The EE Direct Debit scheme is the easy, hassle free way to pay your EE phone bill. All you have to do is fill in the form and post it to EE Limited, PO Box 322, Units 5-7 Shield Road, Ashford Industrial Estate, ASHFORD TW15 9BA.

We do all the work, you save time and money – by completing the Direct Debit Instruction overleaf, your bank / building society will make your monthly payments for you automatically, saving you the cost of stamps and the wasted time filling in cheques.

You keep control – you will still receive a monthly statement but for your information only. If your monthly payment needs amending we will let you know in advance. And remember, you are free to cancel at any time.

We strongly recommend that you take the easy way to pay and join the Direct Debit scheme today.

Business Reply
Licence Number
RLXT-BJGT-KZSE



EE Limited
PO Box 322
Units 5-7 Shield Road
Ashford Industrial Estate
Ashford
TW15 9BA