

## **DIRECT DEBIT GUARANTEE PAYER REQUEST FORM**

We (Wise) are asking you to provide information to help us to progress your request for a refund under the Direct Debit Guarantee.

The information will be used to help us understand what error has occurred, where and when it occurred and how your request for a refund under the Direct Debit Guarantee will be progressed. It will also help us identify what other action may be appropriate.

**We would like to start by capturing some information about you:**

**Customer's Name:**

**Wise membership number:**

We would now like to record details about the error that has occurred:

**1) Why do you believe a refund is required?**

Note: the Guarantee relates to an error in the collection of Direct Debit payments, not the underlying contract between the organisation and the payer

**2) Do you have any supporting evidence to support this? If yes, please specify and send the relevant documents in together with the form**

**3) Has the organisation that collected the Direct Debit(s) been advised of the issue causing the request for a refund? If yes, please provide details**

**4) Was/were the Direct Debit collection(s) taken from your account credited to another account in your name [solely or jointly]? If yes, please provide details**

**5) Have you previously sought or received refunds from this organisation or us relating to this Direct Debit Instruction? If yes, please provide details**

We would now like to capture the details about the payment or payments (collections) debited from your account:

**Details of Direct Debit collection(s) that are believed to be erroneous**

Name of organisation collecting the erroneous Direct Debit payment(s):

Instruction ID:

Amount(s) and date(s) each amount was debited to the account detailed above

Amount	Date	Reference	Amount	Date	Reference
£	--/--/---		£	--/--/---	
£	--/--/---		£	--/--/---	
£	--/--/---		£	--/--/---	
£	--/--/---		£	--/--/---	
£	--/--/---		£	--/--/---	
£	--/--/---		£	--/--/---	

- 6) Where we provide a refund to you, we may seek re-imburement from the organisation that collected the amounts shown. If they believe that you have received value from them in the form of goods and/or services, and where we have been reimbursed by them they may approach you to seek payment from you. This could include legal action to recover any sums you owe to them in respect of payments that have been refunded to you by us.

Are you happy to proceed with your request for a refund having read the above?

Yes

No

**General Information**

We are not responsible for determining whether you have a legal liability to pay for any goods or services that you received (or agreed to receive). The Direct Debit Guarantee does not require us to refund you where your claim is solely in respect of a dispute about defective goods or a failure to provide a service with the organisation(s) that collected the amounts claimed.



**Customer's Declaration**

By signing this declaration, I/we understand that I/we are stating that the collections(s) referenced above was/were debited from my/our account in error. I/we confirm that the information set out above is complete and accurate. I/we understand that you (Wise) may contact the collecting organisation in connection with this request for a refund. I/we understand that you (Wise) will be entitled to the return of any refund paid by you to me/us in the event that it is identified that an error in the collection of Direct Debits(s) from my account did not occur. I/we understand that making a false declaration may be a criminal offence.

Signature(s) \_\_\_\_\_

Date:

Print Name(s):