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THE DIRECT DEBIT GUARANTEE



THIS GUARANTEE SHOULD BE DETACHED AND RETAINED BY THE PAYER



- · 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, Durham University will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Durham University 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 Durham University or by your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
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