



**Safe ~ Secure ~ Simple!**

People have been paying by Direct Debit for decades thanks to the security offered by



### The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- If there are any changes to the amount, date or frequency of your Direct Debit FCC re Sutton Coldfield Dairies will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request FCC re Sutton Coldfield Dairies 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 FCC re Sutton Coldfield Dairies or your Bank or Building Society, you are entitled to a full and immediate refund from your bank or building society.  
- if you receive a refund you are not entitled to, you must pay it back when FCC re Sutton Coldfield Dairies ask you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may also be required. Please also notify us.

In addition to this guarantee Sutton Coldfield Dairies have been assessed and approved to collect money via Direct Debit by First Capital Cashflow PLC (FCC), who will facilitate our Direct Debit service.

### Here to Help...

**How it works** – Once we have your completed form we will write to you to confirm your details. From then on you will receive an itemised bill for all your deliveries at the end of each month. This will come either by email **or** be delivered by your Milkman. This will show the amount of the money to be collected from your bank or building society, usually on or after the 15<sup>th</sup> of the following month.

**Suitable Accounts** – Most current accounts can be used to pay Direct Debits, even some deposit accounts. Please check with your bank before filling in the form.

**Having Sufficient Funds** – your part of the arrangement is to make sure you have sufficient money in the account to meet the Direct Debit. If you have a problem let us know as soon as possible.

Please keep this portion for future reference

**Sutton Coldfield Dairies, Unit J18 Hastingwood Ind. Est.  
Wood Lane, Erdington, Birmingham B24 9QR**



**Announcing....  
our *new*  
Direct Debit  
payment service  
Safe ~ Secure ~ Simple!**

**Sutton Coldfield Dairies** are pleased to announce that we can offer you the convenience of paying your milk bill by direct debit, just like many of the other services you use. You can now pay us regularly via direct debit from your bank or building society account, which means:

- ✓ You will receive an itemised bill for your deliveries
- ✓ Not having to leave cheques or cash out
- ✓ Not having to go online to pay your bill
- ✓ Not having your bill build up

### Also:

- ✓ More time for your milkman to deliver  
an even better service!



Please  
complete the  
Direct Debit  
Mandate inside  
and return to  
your Milkman

**Proud to supply the West Midlands area with high quality milk & groceries  
Now you can shop online at [www.scdairies.co.uk](http://www.scdairies.co.uk)**