

Folglade SSAS  
Unit 9  
Westlake Industrial Estate, Jackson Street  
St. Helens  
Merseyside  
WA9 3AT

3/001273  
32500

Dear Sir/Madam

**We could not collect your direct debit payment**

We have been advised by the bank that the Direct Debit for your Collective Investment Account has been rejected, with the response 'Account Closed'.

We have therefore cancelled the direct debit, but if you wish to give us a new direct debit instruction, please complete and return the two enclosed forms. If required, we can then collect two payments initially to make up for the missed one; just let us know on the 'restart form' if you would like us to do that.

If you have any queries I recommend that you speak to your financial adviser. However, if you would like to speak to us, please call or email our Customer Contact Centre using the details shown and we will be happy to help.

Yours faithfully



Anthony Scammell  
Head of Customer Experience



**15 January 2018**

**Call us**

Customer Contact Centre  
Freephone: 0808 171 2626  
Monday – Friday  
8:00am to 7:00pm

**Email us**

[ask@omwealth.com](mailto:ask@omwealth.com)

**Write to us**

Old Mutual Wealth  
Old Mutual House  
Portland Terrace  
Southampton  
SO14 7AY

**Visit our website**

[www.oldmutualwealth.co.uk](http://www.oldmutualwealth.co.uk)

**Your details**

Folglade SSAS  
Client reference: 1-700668801  
Account: 100297651

**Enclosed with this letter**

Direct debit restart form  
Direct debit instruction

**What to do next**

Complete and return the enclosed forms if required

## Direct Debit instruction

for use with the ISA and Collective Investment Account

### Important notes for completion:

You can use this form to

- Change the bank details for an existing direct debit on an ISA or a Collective Investment Account (CIA) with Old Mutual Wealth Ltd
- Restart a direct debit on your ISA or CIA.
- If you need to change any other details of an existing direct debit arrangement, please complete a Change to Account/Bond form.
- This direct debit instruction should be completed in BLOCK CAPITALS with blue or black ink.
- We will complete the reference number in relation to the direct debit instruction, please leave this blank.
- The completed form should then be sent to us at the address below. Do not send this form to your bank
- **Old Mutual Wealth Life & Pensions Ltd, Old Mutual House, Portland Terrace, Southampton SO14 7AY**
- Direct debit collections will show on your bank statement as Old Mutual Wealth.

Investor name(s) - include joint holder names or name of company/trust/scheme, if applicable

Please quote your existing client reference number - if known

Application number -if applicable

Please tick the date you would like your monthly direct debit investments to be collected from your bank. ☐ 10th ☐ 20th

If you tick neither date, we will collect your direct debits on the 10th of each month.

Monthly direct debit investments will CONTINUE INDEFINITELY unless we hear otherwise from you.



Instruction to your bank/building society to pay by  
Direct Debit



Please fill in the whole form using a ball point pen and send it to:

Old Mutual Wealth Ltd

Old Mutual House, Portland Terrace, Southampton SO14 7AY

**Name and full postal address of bank/building society**

To: The Manager

**bank/building society**

Address

Postcode

**Name(s) of Account Holder(s)**

Bank/building society account number

Branch sort code

-   -

**Service User Number**

6  9  0  6  9  7

**Reference number**

**Instruction to your bank/building society**

Please pay Old Mutual Wealth Ltd 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 Old Mutual Wealth Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

<input type="text"/>	/	/ 20
<input type="text"/>	/	/ 20

**Banks/building societies may not accept direct debit instructions for some types of account.**

**This guarantee should be detached and retained by the payer.**

### 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, Old Mutual Wealth Ltd will notify you five working days in advance of your account being debited or as otherwise agreed. If you request Old Mutual Wealth Ltd 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 Old Mutual Wealth Ltd 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 Old Mutual Wealth Ltd 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.

### Direct debit restart form

- This form should be used to start direct debit collections again for the account mentioned below.
- **The form must be completed and signed by the person whose bank account will be used to pay the direct debit.**
- Send the form to us, with a completed Direct Debit Instruction, to the address below:

Old Mutual Wealth  
Old Mutual House  
Portland Terrace  
Southampton  
SO14 7AY

### Account details

Account holder: Folglade SSAS  
Client reference: 1-700668801

Product: Collective Investment Account  
Account number: 100297651

### Instruction to restart direct debits

Please restart direct debit collections for this account using the enclosed Direct Debit Instruction.

Please take **TWO** payments on the next collection date to make up for the missed payment. ➤ If neither is ticked we will assume no

(Tick one)

Yes

No

Print name:

➤ this must be the name of the person whose bank account will be used to pay the direct debit

Signature:

➤ this must be the signature of the person whose bank account will be used to pay the direct debit

Date:

