

104 000

Mr A Lockton and Mrs D Lockton
3 Stafford Street
Atherstone
WARWICKSHIRE
CV9 1DN



343



Contact us



britishgas.co.uk/help



0800 048 0101*

Mon - Fri 8am - 8pm, Sat 8am - 6pm.



British Gas, PO Box 227,
Rotherham, S98 1PD

Your Customer Reference Number
8510 0535 9911

Letter reference: PAY/PSC/CRTE/DDIN/MRGE
Date: 29 December 2015

Your bank details

Bank account name:
Mrs Dawn Lockton

Bank account number:
******7926**

Bank sort code:
*****780**

Monthly payment amount: **£129.81**

First payment date:
27th January 2016

Monthly payment date (or the first
working day after this date)
27th

What will happen if we cannot collect a payment

If a Direct Debit is returned unpaid
by your bank or building society
we'll present it again within a month.
But please be aware this could
mean that they may apply additional
charges when we do.

We've set up a joint gas and electricity monthly Direct Debit for you

Dear Mr A Lockton and Mrs D Lockton

We recently let you know about some changes we were making to your energy statement. As part of these changes you'll now just make one Direct Debit payment from your bank account for both your gas and electricity, rather than two. Your Direct Debit discount** won't be affected by this change though.

You'll find your new payment details on the right, so you can check they're right – just let us know if anything needs changing. Apart from that, there's nothing you need to do.

About your payments?

We'll send you a statement when we reassess your payments to make sure you're not paying too much or too little. If needed we'll change your payments to match the amount of gas and electricity you're using or to reflect any changes in your tariff. But don't worry, we'll be in touch before we do.

Yours sincerely,



Lisa Moran
Head of Billing and Payments

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, British Gas Trading Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request British Gas Trading 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 British Gas Trading 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 British Gas Trading Limited ask 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.

*We record calls to help improve our service to you. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.

**Customers paying by Direct Debit are charged a lower unit rate than customers paying by Cash or Cheque. If you do not honour your direct debit payments, we can require you to pay by the higher Cash or Cheque unit rate - meaning you will lose your discount and your prices will increase. The difference between Direct Debit rates, and rates for customers paying by Cash or Cheque, can be found in your contract pack or online at www.britishgas.co.uk/alltariffs. We will give you seven working days notice before changing your payment method.

Customers who are on 'Price Promise April 2014' or 'Price Protection March 2015' paying by Direct Debit will receive a discount off their Tier 2 consumption charges of 0.196 p/kWh, up to a maximum of £65 per year. Electricity customers paying by Direct Debit will receive a discount off their Tier 2 consumption charges (and night rates where applicable) of 1.873 p/kWh up to a maximum of £40 per year. In both cases, the discount will be applied continuously to your bill throughout the year.

Our ref IW/HVE/LK
Your ref
Telephone 03459 932 584
Date 19 January 2016



000379

Mr AM Lockton
3 Stafford Street
ATHERSTONE
CV9 1DN

**Legal & General
Assurance Society Ltd.**
Retail Savings
City Park
The Droveway
Hove
BN3 7PY

Telephone: 03459 932 584
Facsimile: 0845 070 6367

Dear Mr Lockton

Thank you for the request to update your details.

Our records have been changed to reflect your updated Address.

Should you have made any further requests, these will be actioned and we will contact you separately.

For your own protection please store your personal information securely and always destroy or shred personal documents before disposing of them.

If you have any questions, please contact us on 03459 932 584 and we'll be happy to help you. Call charges will vary. We may record and monitor calls. Our lines are open Monday to Friday 9.00am to 5.00pm.

Yours sincerely

Customer Services

Legal & General Assurance Society

