

Trustees of The Matlock Ford Pension Scheme
Pension Practitioner
Daws House
33-35 Daws Lane
London
NW7 4SD

Dear Trustees of The Matlock Ford Pension Scheme

We have received notification from your bank

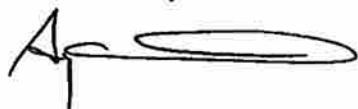
I am writing to you about your regular direct debit contributions into your Collective Investment Account. We were unable to collect payment from your account on 10th October 2015 because it was rejected by your bank.

The reason for the rejection given to us by your bank was "Account Transferred". Your bank will be able to give you more information about why they won't accept the direct debit.

If you would like to give us a new direct debit instruction, please complete and return the enclosed direct debit mandate and provide us with new bank details.

If you have any questions about this letter, please contact your financial adviser in the first instance or you can contact us using the details shown.

Yours sincerely



Anthony Scammell
Head of Customer Experience

16 October 2015

Call us

Customer Contact Centre
Freephone: 0808 171 2626

Open Mon – Fri 8.00am to 9.00pm

Email us

ask@omwealth.co.uk

Write to us

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

Visit our website

www.oldmutualwealth.co.uk

Your details

Client reference: 2-347214094

Account number: 100350490

Enclosed with this letter

- **Direct Debit Mandate**

What to do next

- Let us or your adviser know if you have any questions about this letter

Calls may be monitored and recorded for training purposes and to avoid misunderstandings.

Old Mutual Wealth provides you with access to its investment platform. Within this platform you can open an ISA and Collective Investment Account provided by Old Mutual Wealth Limited and a Collective Retirement Account and Collective Investment Bond provided by Old Mutual Wealth Life & Pensions Limited.

Old Mutual Wealth Limited and Old Mutual Wealth Life & Pensions Limited are registered in England and Wales under numbers 1680071 and 4163431 respectively. Registered Office at Old Mutual House, Portland Terrace, Southampton SO14 7EJ, United Kingdom.

Old Mutual Wealth Limited is authorised and regulated by the Financial Conduct Authority. Old Mutual Wealth Life & Pensions Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Their Financial Services register numbers are 165359 and 207977 respectively. VAT number 386 1301 59.

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

www.oldmutualwealth.co.uk

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Old Mutual Wealth is the trading name of Old Mutual Wealth Limited which provides an Individual Savings Account (ISA) and Collective Investment Account (CIA) and Old Mutual Wealth Life & Pensions Limited which provides a Collective Retirement Account (CRA) and Collective Investment Bond (CIB).

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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 Limited. If you wish to start paying by Direct Debit, you must complete an application form
 - support an online application for an ISA/CIA where a paper Direct Debit instruction is required
 - 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.
- Direct Debit collections will show on your bank statement as Old Mutual Wealth Limited.
- This Direct Debit instruction should be completed in BLOCK CAPITALS with blue or black ink.
- If you do not have a 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.

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

☐ 10th ☐ 20th

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



OLD MUTUAL
WEALTH

INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT.



Please complete the form and send to:

Old Mutual Wealth Limited, 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 - -

Banks and building societies may not accept Direct Debit Instructions for some types of account.

Service user number

Reference

Instruction to your bank or building society

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

Signature(s)

Date

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



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