



HM Revenue  
& Customs

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**Date** 7 December 2015  
**Our ref** 600547335

Dear Sir or Madam

### **Her Majesty's Revenue & Customs (HMRC) – Online Direct Debit**

The Direct Debit arrangement you tried to create on 3 December 2015 using the HMRC online facility was not successful.

This is because your Direct Debit instruction has not been used for over 12 months. You need to set up a new Direct Debit instruction now.

To find more guidance on how to set up a Direct Debit go to [www.gov.uk](http://www.gov.uk) Paying HMRC.

I apologise for any inconvenience this may have caused you.

Yours faithfully

**Electronic Banking Unit**  
Banking Officer

**Direct Dial** 03000 579986

To find out what you can expect from us and what we expect from you go to [www.gov.uk/hmrc/your-charter](http://www.gov.uk/hmrc/your-charter) and have a look at 'Your Charter'.

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Information is available in large print, audio and Braille formats.  
Text Relay service prefix number – 18001