



SEPA Instruction: Refund Direct Debit Payment



Please complete Option A or B*
Option A

*Mandatory information required – all information must be provided.

Refund of Direct Debit Payment (Refund only possible within 8 weeks of the Direct Debit being paid)

Please be aware that the initiation of a refund is for the direct debit specified, all subsequent direct debits will be processed as normal. This request will be processed if received up to and including 8 weeks after the direct debit payment date. *This refund type is not available for direct debits drawn under the SEPA Business Service. Please use option B for all SEPA Business Service refund claims or for any other claim types.*

I wish to request a refund of a Direct Debit Payment

Option B

Refund Claim requiring Investigation

Please be aware that the initiation of this refund claim will require investigation. This may take up to 30 calendar days to complete. If you want to ensure no further direct debit requests are accepted against this mandate please complete a SEPA Instruction to cancel direct debit mandate.

Please select options 1, 2, 3, 4 or 5:*

(1) I did not sign a SEPA Direct Debit.

(2) I have already cancelled a SEPA Direct Debit. (Please supply documents to support your claim).

(3) I did not sign a SEPA Business Service Debtor Confirmation.

(4) I have already cancelled a SEPA Business Service Debtor Confirmation. (Please supply documents to support your claim).

(5) I have been debited more than I expected to pay i.e. debit exceeds amount on your pre-notification.

Please supply your pre-notification as evidence to support your claim. (This should be done within 8 weeks of the payments date).

Additional Information

Direct Debit Information

Creditor Name*

Creditor ID

Unique Mandate Reference*

Your IBAN*

I E B O F I

Direct Debit Amount:*

Date of Direct Debit Payment:* 2 0

Please complete one form per refund request.

Customer Information

Name*

If you would like to be notified when your request has been processed, please provide your preferred notification details below:

Mobile Phone Number

or

Email

Information

Creditor Name: The Company with whom you signed the SEPA Direct Debit mandate

Creditor ID: Unique direct debit scheme identifier of the Company with whom you have signed the direct debit mandate. You can find it by contacting your creditor directly or from your recent transactions on 365 online or BOL where extended information is available for previously presented Sepa Direct Debits.

Unique Mandate Reference: Unique mandate reference assigned by the creditor to you. You can find it by contacting your creditor directly or from your recent transactions on 365 online or BOL where extended information is available for previously presented Sepa Direct Debits.

IBAN: You can find your IBAN (International Bank Account Number) on the top right hand corner of your Bank of Ireland account statement. (eStatement or Paper Statement).

Customer Signature(s):*

Sign here

Date* 2 0

Sign here

Date* 2 0

Post to: BOI SEPA DEBTOR SERVICES, P.O. BOX 365, DUBLIN 18, IRELAND.

All requests will be processed within 24 hours of the bank receiving the instruction.