



**Cloud 9 Hosts**  
computing solutions



**Instruction to your Bank or Building Society to pay by Direct Debit**

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

Tectanet Systems Ltd t/a Cloud 9 Hosts  
6D Lowick Close  
Hazel Grove  
Stockport  
Cheshire  
SK7 5ED

**Service User Number**

<b>2</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>5</b>
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Name(s) of Account Holder(s)

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For FastPay Ltd Re Tectanet Systems Ltd t/a Cloud 9 Hosts Official Use Only  
This is not part of the instruction to your Bank or Building Society

**Dear Customer: Please Complete Below for Our Records**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Bank or Building Society account number**

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**Branch Sort Code**

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**Name and full postal address of your Bank or Building Society**

To The Manager:  
\_\_\_\_\_ Bank/Building Society  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_

**Instruction to your Bank or Building Society**

Please pay FastPay Ltd Re Tectanet Systems Ltd t/a Cloud 9 Hosts 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 FastPay Ltd Re Tectanet Systems Ltd t/a Cloud 9 Hosts and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

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Date

**Reference Number**

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Banks and Building Societies may not accept Direct Debit instructions for some types of account.

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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, FastPay Ltd Re Tectanet Systems Ltd t/a Cloud 9 Hosts will notify you five working days in advance of your account being debited or as otherwise agreed. If you request FastPay Ltd Re Tectanet Systems Ltd t/a Cloud 9 Hosts 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 FastPay Ltd Re Tectanet Systems Ltd t/a Cloud 9 Hosts 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 FastPay Ltd Re Tectanet Systems Ltd t/a Cloud 9 Hosts 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.