SEPA Instruction:
Refund Direct Debit Payment

Bank of Ireland

Please complete Option A or B*

**Mandatory information required – all information must be provided. If you want to ensure no further direct debit requests are debited from your account in relation to this mandate please complete a SEPA cancellation form.*

Option A: Authorised Refund

This request can only be processed if received up to and including 8 weeks of the Direct Debit payment date or

If your request is a Business to Business refund with a debit date after the 1st Feb 2016 this is now an authorised refund.

I wish to request an authorised refund of a Direct Debit payment. ☐

Option B: Unauthorised Refund

This request can be processed if received after the 8 weeks and up to 13 months of the Direct Debit date.
The claim is sent to the Creditor for investigation and can take up to 30 calendar days.

Please select number 1 or 2 and supply documentation where required.

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

(2) I have cancelled a SEPA Direct Debit mandate. (Proof of cancellation **must** be provided prior to debit date of payment). ☐

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:* D D M M 2 0 Y Y

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* D D M M 2 0 Y Y

Sign here

Date* D D M M 2 0 Y Y

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.

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