



# SEPA Instruction: Refund Direct Debit Payment

**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

**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 they have up to 30 calendar days to dispute the claim.  
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:\*       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: Bank of Ireland, Standing Orders Unit, P.O. Box 365, Dublin 18