Intermediary Mortgage Application Form – Buy To Let



Our online application system must be used for all applications. This form should only be used if you have been advised to by Clydesdale Bank.

Completed Application Forms to be emailed to cbi.case.man@cybg.com

Contact Tel No 0800 678 3066

Please note: Property being mortgaged cannot be located in Northern Ireland

Application Checklist					
Please indicate if the application is for: Application fully completed (on-screen), in Evidence of Personal Identity – using a sir Income proof and any additional document Other applications are pending or have been provide the property post code(s)	ngle document from list A or nts – see the 'Packaging requ een submitted for this client.	signed by the customer(s). one each from list B and I	ist C.		
Intermediary Details					
To be completed by Intermediary Company/Broker firm Advisor name Phone number Mobile number Clydesdale Bank Relationship Manager Is this Mortgage Contract regulated by the Finance Type of Mortgage Sale Advised Execution Please provide the reason for the Execution Only Have you previously agreed this case with one of	on Only Customer Research	Broker Office/Address Network name FCA reference No. Fax number Email address Yes No ejected Advice ation section. Yes No	post code		
If yes, please detail the underwriter's name and t	he date you agreed the case			(DD/MM/YY)	
Please provide a brief summary of any points dis	cussed with your Relationshi	ip Manager/ Underwriter ir	n the additional in	formation section.	
Fee Payments					
Product fee (if applicable) Add Product fee to loan? Valuation fee (if applicable) Amount of fee paid to Broker (This is the fee you have charged your client(s) for your services. Please input 'nil' if appropriate.)	No No				

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Evidence of Personal Identity

Types of evidence:

Verify the identity using a single document from List A or two documents, one from List B supported by one from List C.

List A - Single Document Identification

A government issued document which incorporates the customer's full name and photograph, and either the residential address or date of birth:-

- Current full valid signed passport. If the passport is non-British a certified copy must be attached.
- Current Northern Ireland voter's card
- Current UK Photo-Card Driving Licence
- Current Firearms Certificate or Shotgun Certificate issued by UK Police Force.

List B - Dual Document Identification

A government issued document (without a photograph) which incorporates the customer's full name:-

- Current full UK Driving Licence (old version)
- Recent evidence of entitlement to a state or local authority funded benefit e.g. Pension Book/DSS/Benefits Agency notification letter
- HM Revenue and Customs Tax Notification/Notice of Tax Coding/Self Assessment Return
- · National Insurance Card (accompanied by most recent P60 or payslip detailing same NI number and name)
- · Armed Forces ID Card
- Police Warrant Card
- · HM Revenue and Customs Card (this does not include cards such as a CIS4 card, as this is not a Govt. employee ID card)
- Blue Parking Card for People with disabilities.

List C

Position

Date

AND from List C a second document either government-issued or issued by other selected sources which incorporates the customer's full name and either the residential address or date of birth:-

- Credit reference agency search via Autoscored Products or Voters Roll Search
- · Record of a Home Visit
- Recent Utility Bill (3)
- Local Authority Tax Bill or Statement Documents must be for the current payment year. Documents with hand-written amended addresses are not
 acceptable. Reminder letters or Sheriff Officer letters regarding council tax are not acceptable
- · Recent system generated or signed correspondence from a UK regulated financial sector firm (3) e.g. your Bank or Building Society statement
- Motor/House Insurance Certificate. The document must be for the current year and in force
- Original systems-generated TV Licence. The document must be the current year's licence and system generated with a pre-printed address.

Intermediary Introduction Certificate for UK Resident Private Individuals

	Type of evidence	Reference/Account/ Serial Number	Issuing Authority (2))/Country of origin	Date of Expir
Identity 1					
Identity 2	2				
Notes:					
become (2) Enter the (3) Docume	detached from the certificate. e country of origin or the three letter on ents must be either current or dated w	ease also record the relevant details on code of the issuing state or country (i.e. rithin the last 3 months. Bills printed off asses and general letters from suppliers	UK Passports enter GBR). the internet, mobile telephone	, ,	
Explanatory	Notes				
e.g. a p 2. This for – those verifi	ayer of contributions who is differm cannot be used to verify the ide who are exempt from verifications.	eted for each customer (e.g. joint herent from the customer, the identited and the falls in on as being an existing client of the olified Due Diligence under the Mo	ty of that person must also to one of the following ca e introducing firm prior to	be verified and a confirmation tegories: the introduction of the require	on provided.
I/we confirm (a) the info		ion section above was obtained by	/ me/us in relation to the c	ustomer(s)	
Please sele	ect one of the options below:				
	evidence I/we have obtained to vene UK Financial Sector issued by	erify the identity of the customer(s) JMLSG.	meets the standard evide	nce set out within the guidan	ice
ii. exce	eds the standard evidence (writt	en details of the further verification	ı evidence taken are attach	ned to this confirmation).	
Signed		person	This certificate must be signent who has seen the original nentary evidence.	ed by the	
Name		Full na	ame of regulated firm		

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Name of regulator

Regulator reference number

Customer Details

	First applicant	Second applicant
Mr/Mrs/Miss/Ms		
First name in full		
Middle name(s) in full		
Surname		
Date of birth		
Time at present address	year(s) month(s)	year(s) month(s)
Current address		
	post code	post code
Country of birth/Nationality	/	/
Is indefinite leave to remain in the UK held?	Yes No No	Yes No
Time continuously living in the UK	year(s) month(s)	year(s) month(s)
Marie have been bringle as a common and address for large than 2		
	ears, please give all previous address details for that perion First applicant	Second applicant
	rnst applicant	Second applicant
1. Address		
	noot oods	voct code
Time at previous address	post code vear(s) month(s)	post code vear(s) month(s)
	year(s) month(s) may have applied for credit during the last 3 years e.	, , , , , , , , , , , , , , , , , , , ,
Address		
	post code	post code
Time at additional address	year(s) month(s)	year(s) month(s)
	single married/civil separated widowed dissolved with partner with partner married/civil separated with partner	single married/civil separated widowed dissolved with partner with partner
Number of dependant children (mandatory)	uissoived	uissoived
Number of dependant adults (mandatory)		
Gender of applicant	Male Female	Male Female
Contact Details		<u> </u>
Home Telephone		
Work Telephone		
Mobile		
Email address		
Residential Status		
	home owner tenant (unfurnished)	home owner tenant (unfurnished)
	tenant (furnished) living with parents	tenant (furnished) living with parents
	living with other relatives lodger	living with other relatives lodger
	provided by employer	provided by employer
Other (please specify)		
Are you an existing Clydesdale Bank customer?	Yes No No	Yes No
Existing CB Account Number and Sort Code		
•		

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Occupation/Income Details First applicant Second applicant Is the applicant's income to be included in the mortgage application? Occupation/Job Title full-time part-time retired full-time part-time retired unemployed unemployed self-employed self-employed fixed term contract agency contract fixed term contract agency contract Expiry date of contract (DD/MM/YY) At what age do you intend to retire? Current employer's details (not to be completed if you are self-employed) Current employer's nature of business Time in current occupation* month(s) year(s) month(s) year(s) Time in previous occupation year(s) month(s) year(s) month(s) Current employer's name Current employer's address post code post code *If with current employer less than 2 years, detail previous employer(s) and dates for the preceding 2 years Employed (PAYE) Please provide 2 most recent payslips plus documentary evidence of bonus/overtime How do you get paid? Cheque Cash Cheque Direct to Direct to Direct to other Direct to other Clydesdale Bank Clydesdale Bank Are you paid Monthly Fortnightly Monthly Fortnightly Weekly Four weekly Weekly Four weekly Basic gross income per annum £ (excluding bonuses, overtime and shift allowance) Net monthly income (after deduction of tax) £ £ £ £ Gross annual overtime £ £ Gross annual bonus Self-employed Please complete the following section if you are self-employed and provide the last 2 years' accounts Sole Trader Self-employed entity Sole Tradei Limited Company Limited Company Limited Liability Limited Liability Partnership Partnership Partnership Partnership Time self-employed year(s) month(s) year(s) month(s) What % share of the business do you own? TAX TAX Are the following up to date? Yes Nο Yes Nο PAYE Yes No **PAYE** Yes No NI Yes No NI Yes No Date of most recent accounts (DD/MM/YY) Nature of Business Name of Business Address of Business post code post code Year 1 (Most recent year) Year 1 (Most recent year) Year 2 Year 2 Year ending (DD/MM/YY) Share of Net Profit (for limited companies £ £ £ £ enter post-Corporation Tax) Share of Director's Remuneration £ £ £ **Employed (PAYE), Self-employed and Retired**

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Please specify source

Amount of any other regular income (per month)

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£

Current Mortgage D	etails (rem	ortgage of	existing buy	to let)			
Lender (e.g. who is your mortgag Roll/Account number of existing Total mortgage outstanding Property Value Joint/Sole name		£					
Monthly Expenditur	e – BTL Be	ing Placed	With Clydes	dale Ban	(if a joint appli	ication, the following s figures should reflect	
Mortgages	£		Ground rent/Service	e charge		£	
Water rates	£		Insurances (incl. ca	r insurance)		£	
Council Tax	£		Total new Buy to Let	monthly expendit	ture	£	(A)
Monthly Expenditur	e – All Oth	er BTLs					
Mortgages	£		Ground rent/Service	e charge		£	
Water rates	£		Insurances (incl. ca	r insurance)		£	
Council Tax	£		Total new other Buy t	o Let monthly ex	penditure	£	(B)
Rental Income							
	£		Rental Income – All	other BTLs		£	
placed with Clydesdale Bank			Total Rental Income			£	
Monthly Expenditur	e Details –	Main Resi	idence				
Mortgage(s)/Rent	£		Credit cards			£	
Water rates	£		Other loans			£	
Council Tax	£		Child maintenance/School fees/Child care		nild care	£	
Ground rent/Service charge	£		Alimony			£	
HP/Rental	£		Other			£	
Insurances (incl. car insurance)	£		Total new monthly residential expenditure		ture	£	(C)
			Total expenditure			£	(A) + (B) + (C)
Current Residential	Property						
Market Value	£		Existing Lender				
Mortgage Outstanding	£		Joint/Sole Name				
Equity	£						
Assets (if a joint application, t	he following section	must be completed	l on a joint basis)				
Bank/Building Society balances	£		Investments			£	
Life policies (surrender value)	£		Equity in prope	erty		£	
Other	£		Total			£	
Are all the assets available for the	e Bank to take into	account in the as	ssessment of your ab	ility to pay the i	mortgage?	Yes	No
If No, please provide details							

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Summary of Investment Properties owned by Applicant

In all cases complete where the customer has (or will have) more than one Buy to Let/IHL style property(s).

Existing Properties owned (excluding main residence and the property the application is for)

Property Address	Date of Purchase	Purchase Price £	Is the property presently tenanted?	Current Market Value £	Sum of Outstanding Mortgage/ Buy to Let if applicable £	Mortgage Provider	LTV %	(A) Monthly Repayment £	(B) Gross Monthly Rent/ Income £	(B) - (A) Monthly gross sum available to cover expenses** £
Total										

Liability Details

Elability Dotallo					
If a joint application, the following must include the lia	abilities of all applicar	nts			
	First applicant		Second applicant		
Time with current bank	year(s)	month(s)	year(s) r	month(s)	
What is the total value of outstanding and/or agr Clydesdale Bank and/or Yorkshire Bank?	reed Buy to Let facil	ities you have in place with	£		
Do you have a Maestro and/or Debit Card?	Yes	No	Yes No		
Credit cards (eg. Visa, MasterCard, Storecard)					
Name of company		Card limit	Outstanding balance		
		f	£		
		f	£		
		f	f		
		f	£		
Loans					
Name of company		Original amount of loan	Outstanding balance	End date	
		f	£		
		f	£		
		f	£		
		f	£		
Hire Purchase					
Name of company		Original amount of loan	Outstanding balance	End date	
		f	f		
		f	f		
		f	£		
		f	f		

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Liability Details cont. Bank overdraft Name of company Current overdraft limit Outstanding balance Review date £ £ £ £ £ £ Detail any other outstanding debts, eg. taxation Outstanding balance £ £ £ Amount of guarantees over any other loans £ Full total of liabilities Have you ever been refused a mortgage; had a judgement or default for bad debt against you; been declared bankrupt; failed to maintain rent/mortgage/HP payments or any other credit facility; had a conviction, or do you have a pending prosecution? No If yes, please give details in Additional Information section Yes Is any part of the Home Loan you are applying for to repay any of your outstanding debts? £ If so please provide the details of the amount outstanding and names of the company who provided the facility. Details to be recorded on the Additional Information section.

Type of Mortgage Product Required

complete and submit to	wo Direct Debit Mandates.
Interest Rate %	Amount
	,

Please specify full product details below. If loan is to be split between different product types please provide breakdown. Any more than two products can

Would you like to open any Offset Current or Offset Savings No Yes accounts (where offset functionality is available)?

Applicant 1 Applicant 2 Applicants 1 and 2

If yes, how many Current Accounts are required? (0-6) If yes, how many Savings Accounts are required? (0-6)

New Buy to Let Mortgage Details

Mortgage Amount Required Purchase Price of Property (purchases only) Source of deposit We require documentary evidence of the source of the deposit to be submitted with the application. Amount of deposit/equity (if applicable) £

Fees to be added to loan Capital and interest £ Estimated property value (Remortgages only)

Term Requested (YY/MM) £ £ £ Interest Only

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Purpose of Home Loan Advan	Ce			
Is borrower type a first time buyer? Additional borrowing: Main reason to expand or reason for improvements this a Consent-to-let conversion? Is this a Let-to-buy?	ents to rental property?	Yes Yes Yes Yes Yes	No No No No No No	
For remortgage or unencumbered, how much		nce will be used	tor:	
Home Improvements	£			
Debt Consolidation	£			
Onward Purchase	f			
Other	£			
Please provide additional information below (and	use the Additional Informa	ation section if requ	uired).	
Legal Provider's Details Purchase Cases: Are you using a solicitor or licen	sed conveyancer from the	e Clydesdale Bank I	Legal Panel? Yes F	Please provide details below.
	icensed conveyancer acti	ng on your behalf. (Clydesdale Bank will ins	truct a firm to act on its
Purchase Cases: Are you using a solicitor or licen No Please provide the details of the firm or behalf (you will be charged a fee by the firm for the	icensed conveyancer acti	ng on your behalf. (Clydesdale Bank will ins	truct a firm to act on its
Purchase Cases: Are you using a solicitor or licent No Please provide the details of the firm or behalf (you will be charged a fee by the firm for the www.clydesdalebankintermediaries.co.uk Solicitor details Name of legal firm or	icensed conveyancer acti	ng on your behalf. (Clydesdale Bank will ins	truct a firm to act on its
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Purchase Cases: Are you using a solicitor or licent No Please provide the details of the firm or behalf (you will be charged a fee by the firm for the www.clydesdalebankintermediaries.co.uk Solicitor details Name of legal firm or licensed conveyancer Address of solicitor/licensed conveyancer Contact name at solicitor/licensed conveyancer Telephone number DX number	icensed conveyancer acti	ng on your behalf. (ore information on (Clydesdale Bank will ins Clydesdale Bank's Legal	truct a firm to act on its Panel, please visit post code

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If no, please provide details of the firm or licensed conveyancer to be used above. Please note that the Bank does not cover any fees if our nominated firm is not used.

Present Bank Details

Please provide the bank details your main source of income is credited to. **Second Applicant** First Applicant Name of bank Name of bank Name of branch Name of branch Branch address Branch address Name of account Name of account Sorting code Sorting code Account number Account number **Property and Valuation Details** Full registered address of property to be mortgaged including post code. Must be completed in all cases post code Please indicate the kind of report you require Mortgage Valuation Who should the valuer contact to gain access to the property? Name Telephone (daytime) Mobile Is the property located in Scotland? Yes No Is this a new build property? Yes No Approx. year the property was built (YYYY) Is the property being occupied for the first time? Yes No Is there a NHBC/builder's guarantee? Yes No Is the property freehold If freehold, how many units does it contain? leasehold heritable/feudal If leasehold, state the number of years remaining on lease Bungalow - Detached Bungalow - Semi Detached Bungalow - Terraced Property type Flat - Converted Flat - Purpose built House - Detached House - Semi Detached House - Terraced Maisonette - Converted Maisonette - Purpose built Multi-unit freehold blocks (MUFBs) Other Will any part of the property being mortgaged be used for commercial purposes e.g. shop/offices etc? No Does the property have more than four storeys? Νo If yes, how many? Is property above a commercial premise? Yes Νo If yes, type of commercial premise Construction Walls brick stone concrete timber-framed pre-fabricated timber other Accommodation Give number of Bedrooms Inside W.C.s Reception rooms Basement rooms Kitchens Bathrooms Attic rooms Outbuildings Garages double detached integral single none space

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Please indicate if you have a family or financial connection with the property owner and please provide details in the Additional Information section. Yes

Aut	litional information		

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How we use Personal Information

Our Privacy Notice explains how we use your personal info and describes the categories of personal info we process and why. We are committed to collecting and using such data fairly and in line with the requirements of the General Data Protection Regulations (GDPR).

This is just a summary. You can read the full version online at cbonline.co.uk/privacy

Who we are

Clydesdale Bank PLC trades using the brands Clydesdale Bank, Yorkshire Bank and Virgin Money. Our Privacy Notice explains your privacy rights and how we gather, use and share info about you. Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal info and comply with our responsibilities for data protection. Our DPO can be reached by post at: Virgin Money, Data Protection Office, Sunderland SR43 4JB.

See sections 1 and 2 of the Privacy Notice for more details.

Your rights

You have the right to object to how we process your personal info. You also have the right to access, correct, sometimes delete and restrict the personal info we use. In addition, you have a right to complain to us and to the data protection regulator. Find out the best way to be in touch with us at conline. co.uk/contact-us or visit us in branch.

Section 12 of the Privacy Notice gives you more info about your privacy rights.

How we gather personal information

In addition to the info you provide to us directly, we collect personal info in a number of ways for example from third party credit reference agencies and from looking at how you have used other products and services we offer. Sometimes for your safety and for legal reasons we collect personal info by recording and monitoring calls and from CCTV. We also record calls for training and quality control.

See section 4 of the Privacy Notice for more details about how we gather personal info.

How we use your personal information

We use your personal info to provide you with products and services (including credit checks), to comply with the law and enforce our legal rights (including debt recovery), and to improve and market our products and services. Sometimes we use automated processes to make decisions about you and to profile you. Sometimes we need to use sensitive personal info such as medical details to make available products you have requested and to give you the best service.

Find out more about how we use your personal info in sections 5 and 6 of the Privacy Notice.

Our products and services

We need some personal info before we can provide our products and services to you, for example to allow us to check your identity. In some cases we won't be able to provide products and services to you if we don't have all the personal info we need.

Find out more in sections 5 and 6 of the Privacy Notice.

Sharing and transferring personal info

We share personal info with our suppliers and other third parties where needed to provide you with the best service. We also share personal info with regulators, other banks and law enforcement. Sometimes we transfer personal info to other countries outside the UK for these purposes, where suitable protection is in place.

Section 7 of the Privacy Notice will give you further details about this.

Keeping personal info

We keep your personal info securely for as long as we need to for the purposes described in sections 5 and 6 of the Privacy Notice.

Section 9 will give you further details about how long we keep info for.

Your consent

Sometimes we need your consent to use your personal info (for example for marketing). We won't always need consent to use personal info – for example if we need it to meet regulatory requirements or to perform a contract with you. Where you have given us consent, you have the right to withdraw it at any time.

See sections 10 and 12 of the Privacy Notice for more details.

Our partners

We want the best for our customers and sometimes we work with other companies to offer you the best products and services.

See section 5 and appendix 3 of the Privacy Notice for more info about our partners.

Marketing Preferences

From time to time, we think of new offers and products that could save you money or make your life easier. These will be from us and may include details from our selected partners. Can we let you know about them? If so, please tell us the best way to get in touch.

Email

Email
Internet and mobile banking
Messaging (inc SMS)
Phone
Post

Your preferences can be changed or you can choose to stop receiving marketing communications at any time online, via branch or by calling us. Find out more about our partners and the type of information that we use to help us tell you about these offers and products by visiting our Fair Processing Notice at www.cbonline.co.uk/privacy.

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Legal Declaration

IMPORTANT NOTICE TO THE APPLICANT(S) This is the Bank's declaration you will be asked to sign and upon which we intend to rely. For your own benefit and protection you should read this declaration together with the documents to which it refers and if you do not understand any point please ask for further information before signing.

I/We hereby apply for a home loan which will be secured on the above property and I/we confirm the details in this application form are true and accurate to the best of my/our knowledge and belief.

I/We understand that the offer or making of any loan for the above purpose does not imply any warranty as to the purchase price, value or condition of the property. I/We understand that any valuation obtained by the Bank is for Bank purposes only and I/we agree that even though a copy may be disclosed to me/us, I/we will not rely on such valuation.

I/We confirm that it has been suggested by the Bank that a full professional survey report is obtained by me/us and that a copy of this report should be provided directly to me/us. (Not applicable to a remortgage or further advance).

I/We undertake to pay any applicable legal or other expenses incurred by the Bank in respect of this application and I/we authorise you to debit my/our account with these items

I/We understand that the Bank does not require me/us to take the Bank's buildings insurance as a condition of my/our home loan application. I/We confirm that I/we have been advised by the Bank that I/we must take out appropriate insurance cover for my/our property. I/We understand that I/we will still be liable for any amount outstanding on my/our home loan in the event of loss or damage occurring on my/our property.

If insurance under the Bank's Higher Lending Policy or Mortgage Guarantee Policy is required, I/we authorise the Bank to disclose information about me/ us to the insurers in connection with the proposal for this insurance and any claim under it.

I/We authorise the Bank to make such reasonable enquiries as it considers necessary for verification of the information I/we have provided on this home loan application form and for the purpose of credit assessment. I/We understand this may include contacting my/our employer(s) and any bank or building society with which I/we have (or had) a relationship with, and for such organisations to divulge any such information as may be requested.

We agree that one statement for the account will be issued to us jointly, unless any one of us advises the Bank to the contrary. (Joint accounts only.)

For applications in more than one name, one copy of the documentation will be sent to the first named applicant, however, additional copies may be provided on request.

I/We consent to the Bank, or any member of the Bank's group of companies, providing details of this home loan application and the home loan, in cases where I/we have been introduced to you by a third party, to that introducer to enable them to monitor the progress of my/our application and my financial dealings with the Group. I/We understand that on the drawdown of my/our home loan the Bank may pay a fee to the introducer. The introducer will provide me/us with information regarding the fee they may receive and on request the Bank will also provide me/us with the details of the introducer fee.

I/We confirm I/we have been given the opportunity to read the relevant mortgage illustration document.

First Applicant		Second Applicant		
Signature		Signature		
Date		Date		

www. clydes dale bank in terme diaries. co.uk

The team at Clydesdale Bank Sunderland SR43 4JE

Contact Tel No 0800 678 3066

Note: completed application forms must be submitted to The team at Clydesdale Bank, Sunderland SR43 4JE

Clydesdale Bank PLC (trading as Virgin Money) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No. 121873. Credit facilities other than regulated mortgages and regulated credit agreements are not regulated by the Financial Conduct Authority. Clydesdale Bank PLC is registered in Scotland (No. SC001111). Registered Office: 177 Bothwell Street, Glasgow G2 7ER.

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





Please fill in the form using a ball point pen and s	end it to:			
The team at Clydesdale Bank Sunderland		Service User Number 7 0		
SR43 4JE		For Clydesdale Bank Official Use Only This is not part of the instruction to your Bank or Building Society		
		Mortgage Account Number		
		Sort Code		
Name(s) of Account Holder(s)				
Bank/Building Society Account Number				
Branch Sort Code		eferred monthly payment date to the state of the stated your payment will be		
Name and full postal address of your Bank or Bu	ding Society			
To: The Manager			Bank/Building Society	
Address				
		post o	code	
Reference				
Instruction to your Bank or Building Society				
Please pay Clydesdale Bank PLC Direct Debits fro Guarantee. I understand that this Instruction may Society.				
Signature(s)				
Date				
Banks and Building Societies may not accept Dire	ct Debit Instructions from some types of accou	nt.		

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 Clydesdale Bank PLC will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Clydesdale Bank PLC 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 Clydesdale Bank PLC 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 Clydesdale Bank PLC 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.

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