



SAFE ■ SECURE ■ SIMPLE!



People have been paying by Direct Debit for decades thanks to the security offered by

The Direct Debit Guarantee

- This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- If there are any changes to the amount, date or frequency of your Direct Debit FCC re MooFresh Ltd. will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request FCC re MooFresh Ltd. 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 FCC re MooFresh Ltd. or your Bank or Building Society, you are entitled to a full and immediate refund from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when FCC re MooFresh Ltd. ask you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may also be required. Please also notify us.

In addition to this guarantee MooFresh Ltd. have been assessed and approved to collect money via Direct Debit by First Capital Cashflow PLC (FCC), who will facilitate our Direct Debit service.

Here to Help...



How it works

Once we have your completed form we will write to you to confirm your details. From then on you will receive an itemised

bill for all your deliveries at the end of each month. This will come either by email or be delivered by your Milkman. This will show the amount of the money to be collected from your bank or building society, usually on or after the 15th of the following month.



Suitable Accounts

Most current accounts can be used to pay Direct Debits, even some deposit accounts.

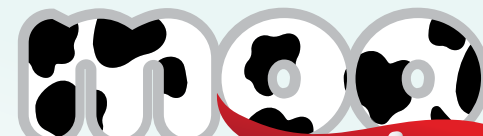
Please check with your bank before filling in the form.



Having Sufficient Funds

Your part of the arrangement is to make sure you have sufficient money in the account to meet the Direct Debit. If you have a

problem let us know as soon as possible. Please keep this portion for future reference



**ANNOUNCING
OUR NEW**



PAYMENT SERVICE

Please complete the Direct Debit Mandate inside and return to your Milkman

MooFresh are pleased to announce that we can offer you the convenience of paying your milk bill by direct debit, just like many of the other services you use. You can now pay us regularly via direct debit from your bank or building society account, which means:

- You will receive an itemised bill for your deliveries
 - Not having to leave cheques or cash out
 - Not having to go online to pay your bill
 - Not having your bill build up
- Also:
- More time for your milkman to deliver an even better service!

FOR MORE INFORMATION CALL MOOFRESH 0121 448 0269

UNIT G3 CASTLE VALE ENTERPRISE PARK, PARK LANE, BIRMINGHAM, B35 6LJ

PROUD TO SUPPLY THE WEST MIDLANDS AREA WITH HIGH QUALITY MILK & GROCERIES

NOW YOU CAN SHOP ONLINE AT WWW.MOOFRESH.CO.UK



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Instructions to your Bank or building Society

S.U. No. 288374 Originator's Ref No. **D** Round

For Office Use Date First Invoice: Date Entered: M / W

Please complete this section below to instruct your Bank or Building Society to make payments directly from your account. Then detach and post this section to us or leave out for your milkman.

PLEASE WRITE CLEARLY IN BALLPOINT PEN TO COMPLETE THIS FORM

To The Manager of

Name of Bank /Building Society:

Address of bank /Building Society:

(Please give the full postal address)

Postcode:

Name(s) of Account Holder(s):

Address:

Postcode:

Telephone No:

Only for use in case of any query about this form or your payments

Bank/Building Society Account No:

Branch Sort Code: (6 digits):

Your Email Address:

We need this to email your bill and amount to be debited from your account.

Your instructions to your Bank/Building Society

Please pay FCC re MooFresh 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 FCC re MooFresh and, if so, details will be passed electronically to my Bank/ Building Society.

Date: Signature(s):

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

Please fill in the form, detach and leave for your Milkman or post to us
Please note new address



Dear Customer

These are exciting times at MooFresh Ltd - not only do we now have telephone payment methods to complement our online shopping service at **www.moofresh.co.uk** but we also offer all our customers the benefit of paying by monthly Direct Debit.

Times have changed and we are keen to keep pace with new developments. So many services can now be paid for by Direct Debit, such as gas, electricity, tv licence etc. that we thought you should also be able to pay for your milk and groceries the same way with easy regular payments - no hassle and no risk. It will be a huge benefit to us and your milkman if you choose to pay by Direct Debit. Sadly there is an increasing risk for milkmen to carry cash door to door, which is the reason we prefer not to collect payments in this way. It was also an increasing challenge to find people home at regular collection times - meaning that large debts can build up.

So Moo Fresh Ltd would like to offer you the convenience of:

- A monthly itemised bill
- No worries about having cash to hand
- Not having to leave payments out with your empties
- Not having to find the time to pay your bill online
- No more bills building up

For your Milkman it also means:

- Less risk of carrying cash
- More time spent delivering an even better service!

This service is FREE to you and helps us keep costs and overheads, such as fuel and collection time, to a minimum and helps to keep our prices as competitive as possible. Please complete and return the form and we will confirm to you when you are set up and can start paying by Direct Debit.

With best wishes

Your Moo Fresh Milkman

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