

Date 31 March 2010

Mr P Lisewski  
2<sup>nd</sup> Floor  
40D Gledstanos Road  
Barons Court  
London W14 9HU

Russell & Company  
Station House  
Station Approach  
East Horsley  
Surrey KT24 6QX

**Important: Confirmation of the set-up of your Direct Debit  
Instruction, including future payment schedule**

Dear Paul

Having accepted your Direct Debit details, we would like you to confirm that they are correct. Please can you check that the list below including your payment schedule is correct:

- |  |                       |                                |                 |
|--|-----------------------|--------------------------------|-----------------|
| • <b>Account name:</b>                   | <b>Paul Lisewski</b>  | • <b>Account number:</b>       | <b>91285440</b> |
| • <b>Day of the month to be debited:</b> | <b>1<sup>st</sup></b> | • <b>Bank Sort Code:</b>       | <b>40-19-22</b> |
| • <b>Date of first collection:</b>       | <b>1 May 2010</b>     | • <b>Amount to be debited:</b> | <b>£150.00</b>  |
| • <b>Frequency of collection:</b>        | <b>Monthly</b>        |                                |                 |

If any of the above details are incorrect please call us as soon as possible on **01483 285304** or email us at **andy@russellco.co.uk**. However, if your details are correct you need do nothing and your Direct Debit will be processed as normal. You have the right to cancel your Direct Debit at any time. A copy of the Direct Debit Guarantee is below.

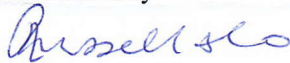
For your information, the collections will be made using this reference:

- |                                     |                  |
|-------------------------------------|------------------|
| • <b>Service User Number (SUN):</b> | <b>250267</b>    |
| • <b>Reference:</b>                 | <b>RUS000001</b> |

This direct debit replaces the recent standing order you set up. It would therefore be appreciated if you could now cancel the standing order with your bank.

Once again thank you for purchasing your goods from us, and I hope you continue to enjoy the benefits of buying goods and services by Direct Debit.

Yours sincerely

  
**Customer Services**

**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 Russell & Company will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Russell & Company 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 Russell & Company or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid to your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Russell & Company 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.