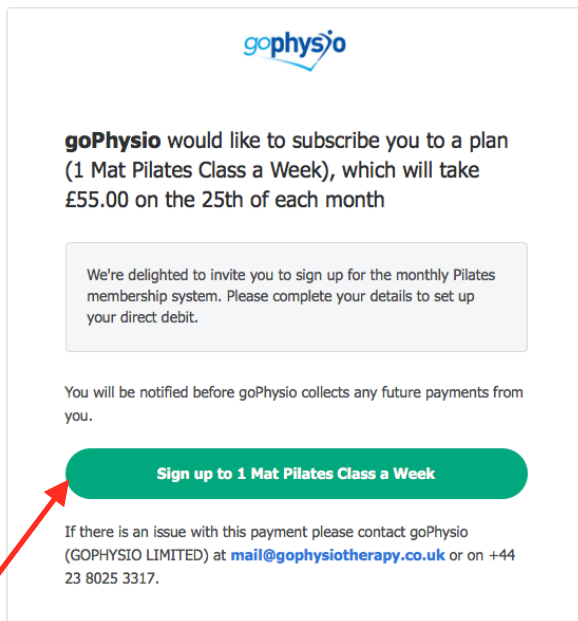
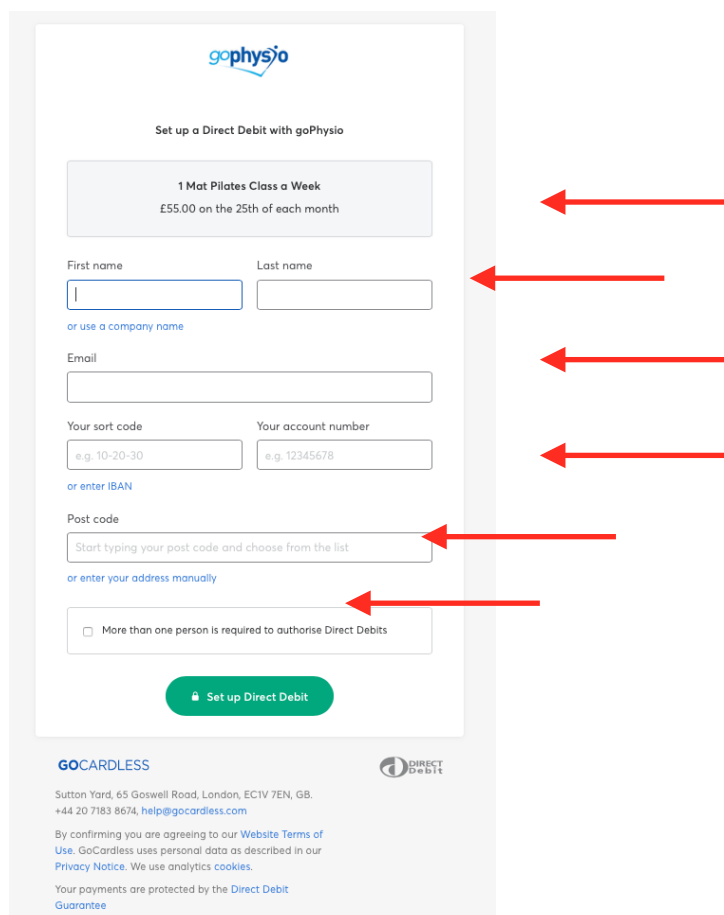


## Setting up your Direct Debit payment

1. On or around 25th November 2018, you will be sent an email from goPhysio, inviting you to subscribe to a Pilates plan. The email will look like this:

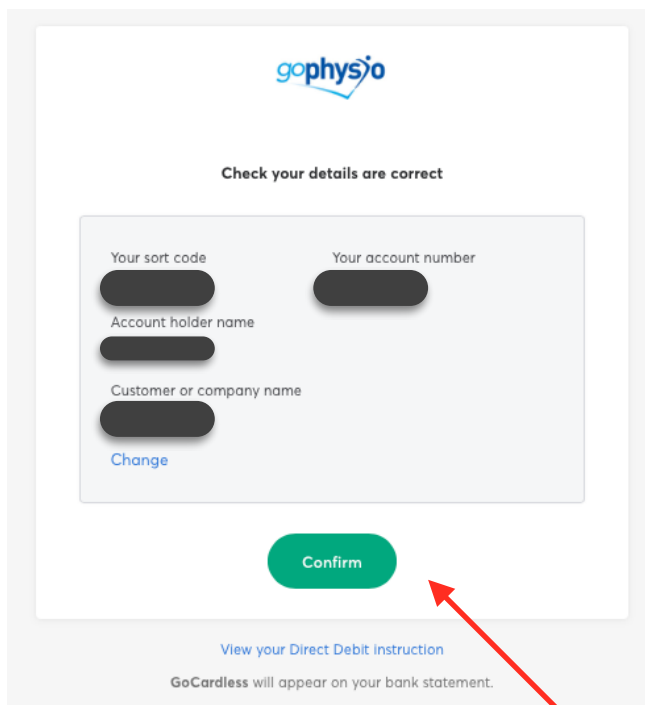


2. Click on the green button to 'Sign up to 1 Mat Pilates Class a Week (this will say 2 if you normally attend 2 classes).
3. This will take you through to the Direct Debit set up page. Here you need to enter your personal details; including First name, Last name, Email, sort code, back account number and postcode.
4. Click on the green 'Set up Direct Debit' button.



The screenshot shows the "Set up a Direct Debit with goPhysio" page. At the top is the goPhysio logo. Below it, the text reads: "Set up a Direct Debit with goPhysio". A grey box contains the text: "1 Mat Pilates Class a Week £55.00 on the 25th of each month". Below this, there are input fields for "First name" and "Last name", with a link "or use a company name" below them. Below these is an "Email" field. Below the email field are two fields for "Your sort code" (with example "e.g. 10-20-30") and "Your account number" (with example "e.g. 12345678"), with a link "or enter IBAN" below them. Below these is a "Post code" field with a dropdown menu and a link "or enter your address manually". Below the post code field is a checkbox labeled "More than one person is required to authorise Direct Debits". At the bottom is a green button with white text: "Set up Direct Debit". Red arrows point to each of these input fields and the checkbox. At the bottom of the page, there is a "GOCARDLESS" logo and contact information: "Sutton Yard, 65 Goswell Road, London, EC1V 7EN, GB. +44 20 7183 8674, [help@gocardless.com](mailto:help@gocardless.com)". Below this is a link to "Website Terms of Use" and "Privacy Notice". At the very bottom, it says: "Your payments are protected by the Direct Debit Guarantee".

- This will take you through to a page where you can check and confirm your details. Check all your details are correct.



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**Check your details are correct**

Your sort code

Your account number

Account holder name

Customer or company name

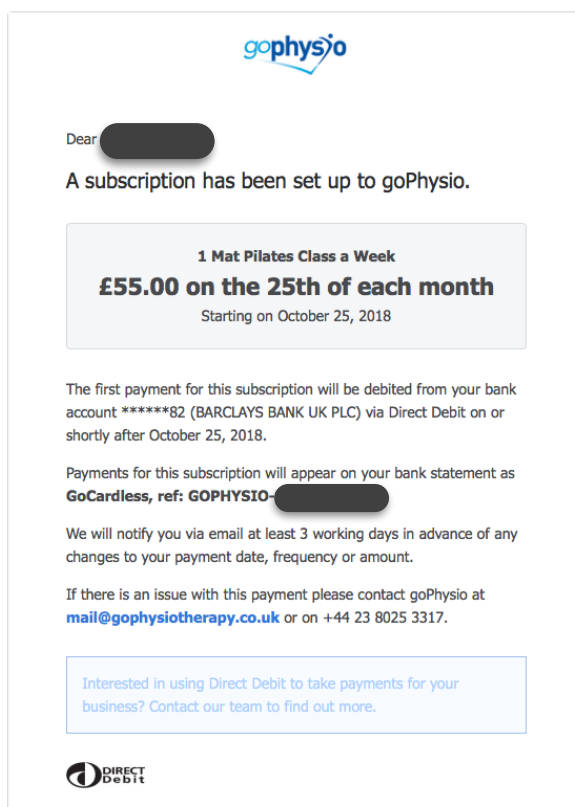
[Change](#)

**Confirm**

[View your Direct Debit Instruction](#)

GoCardless will appear on your bank statement.

- If all of your details are correct, click the green 'Confirm' button.
- You will receive an email confirmation that your Direct Debit is set up.



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Dear

**A subscription has been set up to goPhysio.**

**1 Mat Pilates Class a Week**  
**£55.00 on the 25th of each month**  
Starting on October 25, 2018


The first payment for this subscription will be debited from your bank account \*\*\*\*\*82 (BARCLAYS BANK UK PLC) via Direct Debit on or shortly after October 25, 2018.

Payments for this subscription will appear on your bank statement as **GoCardless, ref: GOPHYSIO-**

We will notify you via email at least 3 working days in advance of any changes to your payment date, frequency or amount.

If there is an issue with this payment please contact goPhysio at [mail@gophysiotherapy.co.uk](mailto:mail@gophysiotherapy.co.uk) or on +44 23 8025 3317.

Interested in using Direct Debit to take payments for your business? Contact our team to find out more.

 DIRECT Debit