

Decline/(Un)Block/ Refund SEPA Direct Debit form for Retail Customer

1. Decline SEPA Direct Debit: decline a transaction of SEPA Direct Debit before the due date
2. Block SEPA Direct Debit: block all the SEPA Direct Debit from the Creditor before the due date
3. Request for refund: if you do not agree with the SDD transaction after the due date (within 56 days after due date)

Please complete this form in BLOCK LETTERS. Incomplete forms will not be processed.

Information Accountholder		
Customer number		
Given name(s) + surname		
Street name + number		
Zip code + city		
Telephone number		
E-mail		
IBAN number		
(Un)Block/Decline/Refund		
<input type="checkbox"/> Block all SDD <input type="checkbox"/> Unblock all SDD <input type="checkbox"/> Decline the SDD <input type="checkbox"/> Request for refund (please complete the Creditor Information under "Creditor Information")		
Creditor information		
IBAN number creditor		
Date of direct debit transaction		
Creditor ID		
Mandate number		
Name creditor		
Address creditor		
Postcode + Place creditor		
Country creditor		
Amount		
Description/remark		
Reason for decline/block/refund	<input type="checkbox"/> No mandate <input type="checkbox"/> Amount double charged <input type="checkbox"/> Do not agree with the write-off	
Date and Place	Signature 1	Signature 2*

Submit this form, **including a copy of your ID**, by fax, post or e-mail(scan) to banking@nl.icbc.com.cn