

Sign up for Direct Debit now, either by telephone on **01283 508030**, or by using this form. Remember to tell us which date you want us to take your payments - either 1st or 15th of the month.

Your Council Tax Account reference number:	Your Name:	Your Address:
Your telephone number (in case we need to contact you about this)		What month do you want your Direct Debit Instruction to start?

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

Please fill in the form and send to:
Revenues and Benefits, East Staffordshire Borough Council, P O Box 8045, Burton upon Trent, Staffordshire. DE14 9JG

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Name(s) of Account Holder(s)

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Bank/Building Society Account Number

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Branch Sort Code

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Originator's Identification Number

9	3	0	2	5	4
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Reference Number

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Instruction to your Bank or Building Society

Please pay East Staffordshire Borough Council 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 East Staffordshire Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

Please tick preferred payment date: 1st or 15th of the month

Signature(s)

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Date

The Direct Debit Guarantee

- ◆ All Banks and Building Societies that take part in the Direct Debit Scheme offer the Guarantee. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- ◆ If the amounts to be paid or the payment dates change, East Staffordshire Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- ◆ If an error is made by East Staffordshire Borough Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- ◆ You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

Your Questions Answered

Q. Can I cancel a Direct Debit Instruction?

A. Yes. Instructions are cancelled by writing to your Bank or Building Society.

Q. What happens if a mistake is made?

A. The Bank or Building Society must give you an immediate refund if the money is ever wrongly collected.

Q. Will I still receive bills?

A. Yes. You will still get your regular bills, but they are for your information only.

Q. What sort of account do I need to use Direct Debits?

A. Any Bank or Building Society current account can be used to pay Direct Debit. Some special deposit accounts now allow them – just ask your branch.

Q. How can I be sure the bill has been paid?

A. Direct Debit payments appear on your regular Bank or Building Society statement, but if you want information about a particular payment just contact your branch.

Q. It says that amounts may be varied and can be debited on various dates – does this mean that they can take money out of my account as they like?

A. No. They can collect only the authorised amount. If this or the date of collection changes, you have to be told in advance so that you have time to query the bill.

Q. Can any organisation collect money by Direct Debit?

A. No. Their Bank or Building Society subjects all those wishing to join the scheme to detailed investigation. Only those with proper financial standing are allowed to collect money by Direct Debit.

Please refer to www.eaststaffsbc.gov.uk/privacy-notice to learn how the personal data you have provided to us will be used by East Staffordshire Borough Council.