



East Northamptonshire Council



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

Please fill in the whole form using a ball point pen and send it to

East Northamptonshire Council
Cedar Drive
Thrapston
Northants
NN14 4LZ

Service User Number

9 9 4 9 4 2

Reference

[Empty reference box]

Name(s) of Account Holder (s)

[Empty name field]

Bank/Building Society account number

[Empty account number boxes]

Branch Sort Code

[Empty branch sort code boxes]

Name and full postal address of your Bank or Building Society

To: The Manager
Address
Postcode
Bank/ Building Society

This is not part of the instruction to your Bank or Building Society. Please collect my payments on:-
1st of the month
15 th of the month
(Tick as appropriate)

Instructions to your Bank or Building Society Please pay East Northamptonshire District 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 Northamptonshire District Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature (s)
Date

Banks and Building Societies may not accept Direct Debit instruction for some types of account

This guarantee should be detached and retained by the payer

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, East Northamptonshire District Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request East Northamptonshire District Council 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 East Northamptonshire District Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when East Northamptonshire District Council ask 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.

The simplest and safest way to pay is by Direct Debit

Here's why:-

- You remain in control
- You have a money - back guarantee
- It's paid monthly but you only sign one form and your Bank or Building Society does the rest
- You can forget queues, cheques, stamps - saving time and money
- It's a lot safer than cash

It's also cheaper and simpler for the council to administer, which benefits everyone in our community.

Remember Direct Debits are **automated, not automatic**. So if you have a query, you have time to check anything you don't understand or agree with, and under the rules of the Direct Debit Guarantee any payment which breaks the terms of your instruction will be refunded immediately to your account.

So how do you change to Direct Debit?

Simply complete the Direct Debit instruction overleaf and return it, please.

