

THE DIRECT DEBIT INSTRUCTION



Instruction to your Bank or Building Society to pay Direct Debit

Please fill in this instruction, sign, and return it to:
Revenues & Benefits, Northampton Borough Council,
The Guildhall, St. Giles Square, Northampton. NN1 1DE

Name and full postal address of your Bank or Building Society

To the Manager _____
 _____ Bank or Building Society
 Address _____
 _____ Postcode _____

Name(s) of Account holder(s) _____

Branch Sort Code (see cheque book) _____ - _____ - _____

(Banks and Building Societies may not accept Direct Debit Instructions from some types of account.)

Service User Number

9	7	1	9	1	0
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Bank or Building Society account number

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Council Tax Reference (if known) _____

Instruction to your Bank or Building Society and signature(s)

Please pay Northampton Borough Council Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee, shown above. I understand that this instruction may remain with Northampton Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s) _____
 _____ Date _____

Please state your address. Please tick your preferred payment

1 **11** **20** **28**

This section about your address and choice of date is not part of the instruction to your Bank or Building Society



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 Northampton Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Northampton Borough 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 Northampton Borough 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 Northampton Borough Council 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.