

Customer's Name		
Address		
	Post Code	Phone Number

**REDDITCH BOROUGH COUNCIL**



*making a difference*

www.redditchbc.gov.uk



## 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:

**Redditch Borough Council  
Income Team  
Town Hall  
Walter Stranz Square  
Redditch  
B98 8AH  
Tel: (01527) 534020**

Service User Number

8	3	6	3	1	2
---	---	---	---	---	---

Name(s) of account holder(s)


Bank or Building Society account number

--	--	--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--

Name and full postal address of your bank or building society

Bank/Building Society	
Address	
Post Code	

This is not part of the instruction to your bank or building society.

**The payment date for Direct Debit is the 1st of a month.**

Customer number

--	--	--	--	--	--	--	--

Instruction to your Bank or Building Society

Please pay Redditch 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 Redditch Borough 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 instructions 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 Redditch Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Redditch Borough Council to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- ◆ If an error is made in the payment of your Direct Debit, by Redditch 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 Redditch 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.