



This Guarantee should be detached and retained by the payer.

#### 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 14 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.

#### DIRECT DEBITING INSTRUCTION (NON-DOMESTIC RATES)

##### Instruction to your Bank/Building Society to pay by Direct Debit



Please complete all parts of this instruction and then return to Revenues Services at the address overleaf.

Originators Identification Number

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Name and full address of your Bank

To The Manager \_\_\_\_\_ Bank/Building Society

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Name of Account Holder(s)

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Billing Number

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Branch Sort Code

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Instruction to your Bank or Building Society  
Please Pay REDDITCH BOROUGH COUNCIL Direct Debits from the account detailed on 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.

Bank or Building Society Number

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Signature (s) \_\_\_\_\_

\_\_\_\_\_ Date \_\_\_\_\_

Please tick your preferred payment date

Please tell us your telephone number  
In the event of a query

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