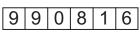
Originators Identification Number





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

Please fill in the form and send it to:

Brentwood Borough Council, Accounts Department, Town Hall, Ingrave Road, Brentwood, Essex CM15 8AY

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)

-		

Branch sort code								

Bank or Building Society account number

	_	_	_	 _	_	_
1						

Reference number

PIPER

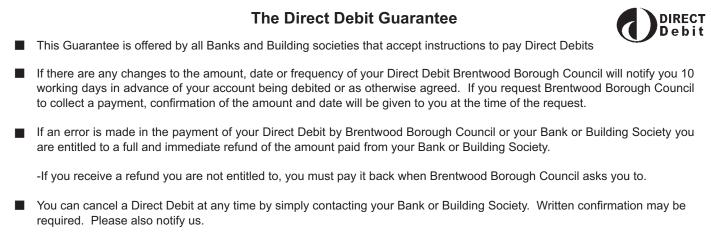
Instruction to your Bank or Building Society

Please pay Brentwood Borough Council Direct Debits from the account detailed in this Instruction subject to safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Brentwood 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

Cut here	<u>}_</u>		 	 Cut here	£
		This guarantee should	 	 	





Pay the easy way DIRECT DEBIT

If you have a Bank or Building Society account please consider paying Direct Debit.

It saves you remembering to write cheques to post to the Town Hall. Direct Debit also greatly reduces the administration and so helps to keep down costs and the savings are passed on to you in the form of better services. It really is the cheapest and most convenient method for all concerned.

YOUR RIGHTS AND SAFEGUARDS

What is Direct Debit?

Direct Debit is a simple, safe and speedy way to pay regular bills automatically from your Bank or Building society account. You agree the amount to be collected and the date of payment and from then on the amount will be collected from your account on a regular basis. The Council can only take the agreed amount. If the amount or collection date changes, the Council has to notify you first.

Can Direct Debits be paid from any account?

Most current accounts at Banks and Building Societies can be used to make Direct Debit payments. Some special deposit accounts allow them - just ask your branch.

Once it is set up, do I have to do anything?

The Council must give you advance notice of the collection dates and amounts - keep this in a safe place. That way you can make sure that there is always money in your account when the payment is due. It is sensible to check your bank statement regularly to ensure that all your Direct Debits are going out as shown on your advance notice.

Will the payment always be on the same day every month?

Payments will be made on the 15th or 25th day of each month. If any payment due date falls at a weekend or on a bank holiday, the Council is obliged to debit your account within three working days of the due date unless you are given advanced notification of a change of date.

What happens if changes are needed?

If either the amount you owe or the payment date changes then the Council has to notify you 10 working days in advance. This gives you plenty of time to get in touch if necessary to discuss any difficulties you may have.

Who actually controls Direct Debit payments?

The Bank or Building Society who holds your account is responsible for all aspects of the running of the account. They are therefore answerable for all payments, including those made by Direct Debit.

So how do I get back any money paid in error?

If any payment is made in error, you should contact your Bank or Building Society who are responsible for giving you a full and immediate refund - even if the original error was made by the Council. Thankfully this type of error rarely occurs.