GUILDFORD BOROUGH

Dear Sir/Madam

Thank you for choosing to pay your Council Tax account by Direct Debit. Below is a blank Direct Debit mandate for you to complete as well as details of your rights and safeguards. Please cut out and keep the Direct Debit Guarantee for your information.

When completing the mandate please ensure that you enter your Council Tax Account/Reference Number in the box provided. This eight-digit number staring with a '9' can be found on the top right-hand corner of your bill. Without this information it will not be possible to process your mandate.

Should you have any queries regarding completion of the mandate, please contact the Council Tax section on (01483) 444864 or e-mail us at ctax@guildford.gov.uk.

Thank you

DIRECT Debit

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

Please cut here

INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY DIRECT DEBITS

PLEASE DELETE AS APPROPRIATE: monthly / half yearly / yearly

DIRECT Debit

Please fill in this form and send it to: GUILDFORD BOROUGH COUNCIL, MILLMEAD HOUSE, GUILDFORD, GU2 4BB.

1. Name and full postal address of your Bank or Building Society branch.

To: The Manager _____

_____ Bank/Building Society

Address _____

_____

_____ Postcode _____

Originator's Identification Number | 9 | 9 | 5 | 8 | 2 | 4 |

4. Bank or Building Society account number | | | | | | | | |

5. Council Tax Account No

6. Instructions to your Bank or Building Society
Please pay **Guildford Borough Council** Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. (As shown above).

2. Name(s) of Account holder(s)

3. Branch sort code (from the top right hand corner of your cheque)

Signature(s) _____

_____ Date _____

v1/0401

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