



INSTRUCTION TO YOUR BANK/BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Please fill in the whole form including official use box using a ball point pen and send it to:

**Braintree District Council
Causeway House
Braintree
Essex
CM7 9HB**

Service User Number

9 9 0 8 0 9

Reference number (from your bill)

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

For Braintree District Council official use only.
This is not part of the instruction to your Bank or Building Society

Your name:.....

Your address:

.....

.....

.....

..... Post Code:

Name(s) of Account Holder(s)

.....
.....

Bank/Building Society account number

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

Branch Sort Code

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

Name and full postal address of your Bank/Building Society

To the Manager:
..... Bank/Building Society
Address:.....
.....
.....
..... Post Code:.....

Instruction to your Bank/Building Society

Please pay Braintree District 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 Braintree District Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s) Date:.....

Please complete the whole form including the Official use box and return the form to Braintree District Council at the Address shown above.

Banks/Building Societies may not accept Direct Debit instructions for some types of accounts.

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



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



The simplest and fastest way to pay is by Direct Debit.

Here's why:-

- You remain in control
- You have a money back guarantee
- It's paid monthly but you only sign one form and your Bank or Building Society does the rest
- You can forget queues, cheques and postal orders
- It's a lot safer than cash

Its also cheaper and simpler for the Council to administer, which benefits everyone in our community.

Remember Direct Debits are automated, not automatic. So if you have a query, you have time to check anything you don't understand or agree with, and under the rules of the Direct Debit guarantee any payment which breaks the terms of your instruction will be refunded immediately to your account.

So how do you change to Direct Debit?

Simply complete the Direct Debit instruction overleaf and return it, please to Braintree District Council



**Financial Services Department
Causeway House, Braintree
Essex CM7 9HB**

Telephone: Braintree Direct Line

Revenues (01376) 557755
Recovery (01376) 557722
Switchboard (01376) 552525
Facsimile (01376) 557845
DX 56210 Braintree

www.braintree.gov.uk
We welcome calls from Typetalk

