

# SO HOW DO YOU CHANGE TO DIRECT DEBIT?


This guarantee should be detached and retained by the payer.



Exeter City Council

Simply complete and return the Direct Debit Instruction below immediately, so your first payment can be made promptly.

LOOK FORWARD TO PAYING THE EASY WAY - RETURN THE FORM TODAY.



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



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

Please complete parts **1 - 6** to instruct your branch to make payments directly from your account then return the form direct to:

**FREEPOST RRHH-UAAC-HKBE**  
**EXETER CITY COUNCIL,**  
**INCOME RECOVERY SECTION**  
**EXETER EX1 1RQ**



**1** Please write the full postal address of your branch in the box below.

To: The Manager,	
	<b>Bank/Building Society</b>
Address	
Postcode	

Originator's Identification Number

9	7	2	3	4	1
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Reference No:  
(12 Digit Number on Rent Card)

**6** Your instructions to the Bank/Building Society, and signature(s)

- I/We instruct you to pay direct debits from my/our account at the request of EXETER CITY COUNCIL.
- The amounts are variable and may be debited on various dates.
- I/We understand that EXETER CITY COUNCIL may change the amounts and dates only after giving me/us prior notice.
- I/We will inform the Bank/Building Society in writing if I/We wish to cancel this instruction.
- I/We understand that if any Direct Debit is paid which breaks the terms of this instruction, the Bank/Building Society will make a refund.

Signature(s)

Date

Banks/Building Societies may refuse to accept instructions to pay Direct Debits from some types of account.

**5** Payment preference

Fortnightly  
  Monthly 1st  
  Monthly 8<sup>th</sup>  
  Monthly 15<sup>th</sup>  
  Monthly 25<sup>th</sup>

**Please complete the following:**

Your Name:
Your Address:
Postcode:
Contact Number: