

Originators Identification Number

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**BRENTWOOD  
BOROUGH COUNCIL**

**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	

**Reference number**

PIPER

**Name(s) of account holder(s)**

**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.

**Branch sort code**

**Bank or Building Society account number**

Signature(s)
Date

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

Cut here

Cut here

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

## **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.