

Thank you for choosing to pay your invoice 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 your Customer Account number is entered in the 'Reference' box provided. This number can be found in the top right hander corner of your invoice. Without this information it will not be possible to process your mandate.

Should you have any queries regarding completion of this mandate, please contact Financial Services on (01483) 444851 or e-mail us at [finacc@guildford.gov.uk](mailto:finacc@guildford.gov.uk)



GUILDFORD  
BOROUGH



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

Please fill in the whole form using a ball point pen  
and send it to: Guildford Borough Council, Financial Services,  
Millmead House, Millmead, Guildford, Surrey GU2 4BB

or fax it to (01483) 444828

Please note we cannot accept direct debit mandates by e-mail.

Originators Identification Number

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Name(s) of Account Holder(s)

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Bank/Building Society Account Number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Postcode	

Reference Number

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#### Instruction to your Bank or Building Society

Please pay Guildford Borough 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 Guildford 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**

### 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 Guildford Borough Council will notify you ten working days in advance of your account being debited or as otherwise. If you request Guildford 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 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.