



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form and send it to: **Guildford Borough Council, Millmead House, Millmead, Guildford, GU2 4BB**
Name and full postal address of your Bank or Building Society

To: The Manager	Bank/building society
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Address

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Postcode

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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Reference

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Service user number

9	9	5	8	2	4
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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)

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Date

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

DDI 4 5/15

This is not part of the Instruction to your Bank or Building Society and must be detached by Guildford Borough Council before submission to the Paying Bank.

Direct Debit – SIGN UP TODAY

Please print this form, complete it, sign it, and return it to us (see below).

Please add your Council Tax or Business Rate account number in the box marked 'Reference'. This number can be found on the top right-hand corner of your bill. Please complete all boxes, without this information it will not be possible to process your request.

To return the form:

Take a photo of the completed form and from your MyGuildford account, go into the Account Summary screen where you will see a list of Quick Links on the right-hand side. You need to select the 'Upload information or tell us about something else' link, attach your photo and in the text box enter 'new direct debit' and send.

Once we have processed your request we will send you a new bill confirming your future payments will be by Direct Debit.

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 agreed. 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.