



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

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| To: The Manager | Bank/building society |
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| Address |
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| Postcode |
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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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Reference

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Service user 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.

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| Signature(s) |
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| Date |
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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 send the completed form to: **Council Tax, Guildford Borough Council, Millmead House, Millmead, Guildford, GU2 4BB**

When completing the mandate please ensure that you enter your Council Tax account number in the box marked 'Reference'. You can find this eight-digit number starting with a '9' at the top right-hand corner of your bill. We cannot process your mandate without this information.

If you have any queries regarding completion of the mandate, please contact the Council Tax section on 0330 123 0081 or e-mail us at ctax@guildford.gov.uk

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.