NORWICH City Council

DIRECT Debit

Please fill in the whole form using a black ballpoint pen in block capitals and send it to:

Norwich City Council
Housing income
City Hall
St Peters Street
Norwich NR2 1NH

Instruction to your bank or building society to pay by Direct Debit

Service user number

9	9	6	1	0	9

Name and full postal address of your bank or building society

To: The manager

Bank/building society

Address

Postcode

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Reference

Instruction to your bank or building society

Please pay Norwich City 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 Norwich City 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 from some types of accounts.

This is not part of the instruction to your bank or building society and must be detached by Norwich City Council before submission to the paying bank.

For payment of rent, garage or parking bay

This section **must be completed** by you, the customer(s).

Name

Address

Postcode

Daytime telephone number

Do you currently receive housing benefit? **YES** / **NO**

Are you applying for housing benefit? **YES** / **NO**

I wish to pay on 7th ☐ 12th ☐ 17th ☐ 23rd ☐ 27th ☐ of the month

I have made an arrears arrangement with my income officer to pay the following sum off my arrears ☐ per week.

I wish my first instalment to be taken in the month of: ☐

DPP11418 08/2017

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee

DIRECT Debit

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