



Please fill in the whole form including official use box using a ball point pen and send it to:

<p><b>Norwich City Council</b>  <b>Exchequer services – garden waste</b>  <b>City Hall</b>  <b>Norwich NR2 1NH</b></p>
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# Instruction to your bank or building society to pay by Direct Debit

Service user number

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Name(s) of account holder(s)


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
Address
Postcode

Reference number

(Do not complete, Norwich City Council will complete this)

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<p><b>This is not part of the instruction to your bank or building society.</b>  <b>This section must be completed by you, the customer(s)</b></p> <p>Name .....</p> <p>Billing address .....</p> <p>.....</p> <p>Postcode .....</p> <p>Daytime telephone number .....</p> <p>Customer number (see front of bill) <table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table></p> <p>Property address .....</p> <p>.....</p> <p>Postcode .....</p>						

### 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 for some types of account.

DPP10933

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 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.