

# The Direct Debit Guarantee

1. This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
2. If there are any changes to the amount, date or frequency of your Direct Debit, Nottingham City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Nottingham City Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
3. If an error is made in the payment of your Direct Debit by Nottingham 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 Nottingham City Council asks you to.
4. 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.

Detach the instruction here and retain the Guarantee 

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



Please fill in this instruction, sign and return it to:

**Nottingham City Council, Council Tax**  
Admail 4270, Nottingham, NG1 9YZ

Name and full postal address of your Bank or Building Society Branch

To the Manager
_____ Bank or Building Society
Address _____
_____ Postcode _____

Name(s) of account holder(s)

Branch Sort Code (see cheque book)  -  -

**Service User Number**

8	5	0	5	8	3
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Bank or Building Society Account Number

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Council Tax Reference (if known)

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### Instruction to your Bank or Building Society

Please pay **Nottingham 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 Nottingham 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.**

Please state address of property in Nottingham and daytime phone number

Phone _____

Please select your preferred payment frequency and date

I/We wish to pay **monthly** on  1<sup>st</sup>  8<sup>th</sup>  15<sup>th</sup>  22<sup>nd</sup>  28<sup>th</sup>

Over 10 instalments (to January)  or Up to 12 instalments (to March)

I/We wish to pay **weekly** (each Friday)

I/We wish to pay **fortnightly** (every other Friday)



**Nottingham City Council**

*This section about your address and payment date is not part of the instruction to the Bank or Building Society*