

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



Originators Identification Number

8 5 8 6 4 8

3391/1109

**Please fill in the whole form in black ink and send it to:**

Wokingham Borough Council, P.O. Box 152, Shute End, Wokingham, Berkshire, RG40 1WJ

**1. Name and full postal address of your Bank or Building Society**

To: The Manager \_\_\_\_\_  
\_\_\_\_\_ Bank/Building Society  
Address \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_

**2. Name(s) of account holder(s)**

**5. Reference Number**

**3. Branch sort code**

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**4. Bank or Building Society account number**

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**6. Instruction to your Bank or Building Society**

Please pay Wokingham 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 Wokingham Borough 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.

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**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 Wokingham Borough Council will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Wokingham 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 Wokingham 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 Wokingham 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.

## **BUSINESS RATE PAYMENTS MADE SAFE AND EASY WITH**



Currently two thirds of all payments received in this office are made by Direct Debit. I would like to recommend Direct Debit to you.

Millions of individuals and businesses in this Country have recognised that Direct Debit offers the safest and most convenient way of paying bills. With Direct Debit, there are of course no cheques to write, no monthly paperwork or postage and no queuing because payments are made for you by your Bank or Building Society in accordance with your instructions.

### **DIRECT DEBIT SAVES MONEY**

On a personal level many Banks and Building Societies make a smaller charge for Direct Debit transactions than for cash or cheque processing. If you have to pay Bank or Building Society charges adopting Direct Debit could save you money.

In addition Direct Debit offers the Council significant savings over other payment methods. These savings are passed on to the benefit of both Council Tax and rate payers in the form of lower charges or improved services.

### **ONLY DIRECT DEBIT GIVES YOU A GUARANTEE**

When you sign a Direct Debit money will not be requested from your Bank or Building Society until we have notified you in writing of the amounts and dates of payment. You will be told at least 14 days in advance - leaving you in total control of your account.

You are free to cancel at any time and unlike other payment methods, with Direct Debit you are given a repayment guarantee. In the unlikely event of an error ever occurring your are guaranteed an immediate refund into your Bank or Building Society account.

### **INTERESTED?**

If you wish to adopt the safest and most convenient payment method, simply complete the Direct Debit instruction printed over the page. Send it back to the Council and we will send a statement of your account showing the amounts to be collected and the dates of payment.