



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

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

Surrey Heath Borough Council  
Revenues Department  
Surrey Heath House  
Knoll Road  
Camberley  
Surrey  
GU15 3HD

Service user number

6 9 8 9 8 6

FOR SURREY HEATH BC OFFICIAL USE ONLY

This is not part of the instruction to your bank or building society.

Please complete this mandate if you wish to pay your Council Tax due to Surrey Heath Borough Council by Direct Debit  
Please provide a telephone number in case we need to contact you regarding this Direct Debit application

[Empty boxes for telephone number]

Please tick your preferred payment date  
 2<sup>nd</sup> of the month  16<sup>th</sup> of the month

Name(s) of account holder(s)

[Empty boxes for account holder name]

Bank/building society account number

[Empty boxes for account number]

Branch sort code

[Empty boxes for branch sort code]

Name and full postal address of your bank or building society

To: The Manager Bank/building society  
Address  
Postcode

Instruction to your bank or building society

Please pay Surrey Heath 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 Surrey Heath Borough Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

[Empty box for signature]

Date

[Empty box for date]

Reference

[Empty boxes for reference]

Banks and building societies may not accept Direct Debit Instructions for some types of account

DD11

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 Surrey Heath Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Surrey Heath 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 Surrey Heath 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 Surrey Heath 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.