

## 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:

Wychavon District Council  
Civic Centre  
Queen Elizabeth Drive  
Pershore  
WR10 1PT

Service user number

<b>9</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>7</b>
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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	

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

FOR COMMERCIAL REFUSE CUSTOMERS

BUSINESS NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

**Instruction to your bank or building society**

Please pay Wychavon District 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 Wychavon District Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)


Date

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Reference – For official use only (leave blank)

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

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



## **The advantages**

If you have a bank or building society account, this is an easy way for you to pay and there is normally no charge for this service.

There is no need to:

- write cheques
- buy stamps or envelopes
- wait in queues

One instruction is all it takes, and it will continue.

## **What to do**

To pay by Direct Debit just complete the instructions (overleaf) and send it (or hand it) to the Council. The instruction is simple to complete needing only:

- Certain information about your bank account (which you will find on any of your cheques)
- Your signature and the date.

## **The safeguards**

You are fully protected against error and in the unlikely event of a mistake being made, your bank or building society guarantees a full refund. You will be notified of amounts due at least 10 working days in advance of payment so that you can check the details.

Payment will be collected on or shortly after your notified date. In the unlikely event this date has to be changed you will be informed well in advance.

You may cancel your instruction at any time by notifying your bank or building society and advising the Council.

## **And finally**

The most convenient way to pay for your trade waste service is by direct debit. I hope you will agree to this method which will make payment easier for you and at the same time help the Council keep down costs.

When you have completed the instruction please send or take to:

**Wychavon District Council**  
**Civic Centre, Queen Elizabeth Drive**  
**PERSHORE, WR10 1PT**

01386 565199 (9am - 5pm)  
[www.wychavon.gov.uk](http://www.wychavon.gov.uk)

**Please do not send the form directly to your bank or building society**