

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



Service user number

❗ DO NOT return this form to your bank

✔ Please return to South Gloucestershire Council (details overleaf)

9 9 5 7 4 1

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

To: The Manager	Bank/building Society
Address	
Postcode	

2 Names of account holder(s)

3 Bank/Building Society account number

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4 Branch sort code

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5 Invoice number (as shown on your invoice)

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8 The monthly date for your payment is the 4th of each month (payments are made on or just after this date).

6 Your name and full postal address:

Name
Address
Postcode
Telephone Number
Email

7 Your instruction to your Bank or Building Society:

Please pay South Gloucestershire Council Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with South Gloucestershire Council and if so, details will be passed electronically to my bank/Building Society.

Signature(s)
Date

The Direct Debit Guarantee

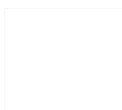
- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, South Gloucestershire Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request South Gloucestershire 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 South Gloucestershire 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 South Gloucestershire 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.



Setting up your direct debit is easy.



❗ PLEASE NOTE to set up a direct debit you must have received at least one invoice, and will need your invoice number.



Complete this form and return it to:

**South Gloucestershire Council, Department for Resources and Business Change,
Housing benefit service, PO Box 1953, Bristol BS37 0DE**

Direct Debit offers these advantages:

Peace of mind - Once it is set up the arrangement carries on from one year to the next. We will tell you before any payment is made so you will always know that your bill is paid on time, every time.

Convenience - You will no longer have any paperwork to do, cheques to write or stamps to find - as soon as you fill in the Direct Debit Instruction, your bank does everything for you.

Security - Paying by Direct Debit is a lot safer than cash or cheques - because your bank or building society will make your payments for you automatically.

Are you having problems paying your invoice?

If you find it difficult to pay this invoice we will be pleased to talk the matter over with you in confidence and help you with payment arrangements.

Contact the **benefits contacts centre** as soon as possible on **01454 868 002**

**citizens
advice**

For independent, impartial, confidential and free advice you can also contact Citizens Advice www.citizensadvice.org.uk

❗ Want to know more?

For more information about housing benefit including how to pay see:

www.southglos.gov.uk/housing-benefit