

Direct Debit - An easier way to pay

Fed up getting bills every month?

- Wasting time queuing in banks?
- Wasting money on stamps and envelopes?

Why worry about it all?

- There is a way of paying that is easier for you and helps to reduce the council's costs.
- If you have a bank or building society account you may find it easier and cheaper to pay by direct debit.

With Direct Debit...

- You do not have to remember to pay - it is all done for you.
- It is simple - no more cheques to write, no more stamps to buy, no more queuing, and once set up it carries on from year to year without you doing anything.

How does it work?

- By completing the instruction below you are giving the council permission to collect payments from your bank account.
- We will tell you well in advance of the amounts and the dates of payments.
- You stay in complete control and benefit from guaranteed safeguards - Please see below.

What Next?

- Please complete and return the form below to us. It's as simple as that - we will do the rest!



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



Please fill in the whole form using a ball point pen and send it to: **London Borough of Richmond upon Thames, Adult and Community Services, Civic Centre, 44 York Street, Twickenham, TW1 3BZ**

Name and full postal address of your Bank or Building Society

To the Manager _____
 _____ Bank/Building Society

 _____ Address

 _____ Postcode

Service User Number

7 2 7 7 2 5

Reference (Office use)

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Bank Sort Code

Instruction to your Bank or Building Society

Please pay London Borough of Richmond upon Thames Direct Debit 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 London Borough of Richmond upon Thames 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 accounts.

THE DIRECT DEBIT GUARANTEE

This guarantee should be detached and retained by the payer

- 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 The London Borough of Richmond upon Thames will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The London Borough of Richmond upon Thames 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 The London Borough of Richmond upon Thames 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 The London Borough of Richmond upon Thames 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.