



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

Service User Number:

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Please fill in the whole form including Official Use Box using a ball point pen and send it to:

Revenue & Customer Services
Greyfriars House
Greyfriars Way
Great Yarmouth
NR30 2QE

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 address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Reference (Your Council Tax or Business Rate Account)

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FOR GREAT YARMOUTH BOROUGH COUNCIL OFFICIAL USE ONLY
This is not part of the instruction to your Bank or Building Society
The property address this direct debit relates to:

Please tick the date of the month you would prefer to pay:

1st 8th 15th 22nd

Please tick whether you wish to pay:

Monthly annually half yearly

Instruction to your Bank or Building Society
Please pay Great Yarmouth 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 Great Yarmouth Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

Signatures(s)

Date

Bank and Building Societies may not accept Direct Debit Instructions for some types of account



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



Paying your Council Tax or Business Rates by Direct Debit

Instalments

Regulations require 10 monthly instalments from April to January. The number of instalments will be reduced where bills are produced later in the year. You are required to make your payments by the due dates shown on your bill. It is essential that payments are actually received by us on or before the due date. Where payments are not received on time recovery action will begin which could result in additional court costs being added to your account.

Direct Debit – The Easy Way to Pay

Payment by Direct Debit is the most cost-effective and secure way for you to pay your Council Tax or Business Rates. It is also by far the cheapest payment method for the council to administer, allowing us to make better use of public funds. All you need is a bank or building society account, and payments will be automatically taken from your account without you having to worry about dealing with it yourself.

You can select your payment date from the following – 1st, 8th, 15th and 22nd of the month.

You can be reassured in the knowledge that every Direct Debit is protected by three main safeguards:

- An immediate money back guarantee from the bank or building society if an error is made.
- Advance notice from us should there be any change to the date or the amount of the Direct Debit.
- The right to cancel at any time.

Applying for Direct Debit could not be easier

Simply complete the instruction overleaf and send it back to us or alternatively, please telephone our Customer Contact Centre on 01493 846244 who will be able to take your bank details over the telephone without the need to complete an instruction form.

We will set up your direct debit and notify your bank.

We will send a bill showing the dates and amounts to be collected at least 14 days before the first payment is due.

The amount due is paid to us from your bank or building society account on the due date or the first working day following that if the due date is a weekend or Bank Holiday.