

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

Please fill in the whole form and send it to

Service User Number

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Home Ownership
Daneshill House
Danestrete
Stevenage, Herts
SG1 1HN
Tel: 01438 242666

FOR STEVENAGE BOROUGH COUNCIL OFFICIAL USE ONLY.
This is not part of the instruction to your Bank or Building Society.

Payer Details:

Name: _____

Address: _____

Lease address if different: _____

Contact no. / Email address: _____

Payment date

Please choose a payment date by putting a cross in the box next to the date you prefer

1st 8th 15th 22nd

Name(s) of Account Holder(s)

Branch Sort Code

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Bank/Building Society account number

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Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

Postcode

Instructions to your Bank or Building Society

Please pay Stevenage 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 Stevenage Borough Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Reference number

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Banks and Building Societies may not accept Direct Debit Instructions for some type of accounts. The below 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, Stevenage Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Stevenage Borough Council to collect a payment, confirmation of the amount and a 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 Stevenage 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 by claiming a Direct Debit Indemnity. If you receive a refund you are not entitled to, you must pay it back when Stevenage 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 requested. Please also notify us.

In accordance with the Data Protection Act 2018, we will use the information provided within this direct debit mandate to process your direct debit with your Bank or Building Society. This information will be held for the duration of your ownership of the property or unless otherwise instructed by you or your Bank or Building Society. We will also hold any contact details provided by yourself to enable us to contact you for the purposes of the organisation. Please note this will not be provided to any parties outside of the organisation. For further details, please visit the Council's privacy policy available online at www.stevenage.gov.uk.

Thank you for choosing to make your payment by Direct Debit

Please indicate which payment date you require, overleaf. For payments to be claimed from your bank on the 1st of the month, the signed and completed mandate must be received by Stevenage Borough Council by the 8th day of the previous month.

For payments to be claimed from your bank on the 8th of the month, the signed and complete mandate must be received by Stevenage Borough Council by the 15th of the previous month.

For payments to be claimed from your bank on the 15th of the month, the signed and complete mandate must be received by Stevenage Borough Council by the 22nd of the previous month.

For payments to be claimed from your bank on the 22nd of the month, the signed and complete mandate must be received by Stevenage Borough Council by the 29th of the previous month.

If you return your signed and completed mandate after these dates, we will probably not be able to claim your first payment from your bank until the second month of receipt of the mandate, and you will need to continue making payments yourself during that time.

For example

Mandate received 8th August - Direct Debit first payment 1st September

Mandate received 9th August - Direct Debit first payment 1st October

Mandate received 15th August - Direct Debit first payment 8th September

Mandate received 16th August - Direct Debit first payment 8th October

Mandate received 22nd August - Direct Debit first payment 15th September

Mandate received 23rd August - Direct Debit first payment 15th October

Mandate received 29th August - Direct Debit first payment 22nd September

Mandate received 30th August - Direct Debit first payment 22nd October