NORWICH City Council

DIRECT Debit

Please fill in the whole form including official use box using a ball point pen send it to:

Norwich City Council
Exchequer services
City Hall
Norwich NR2 1NH

Instruction to your bank or building society to pay by Direct Debit

Service user number

9	7	3	2	7	4

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building society

To: The manager

Bank/building society

Address

Postcode

Reference number
(Do not complete, Norwich City Council will complete this)

FOR NORWICH CITY COUNCIL OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.
This section must be completed by you, the customer(s)

Name

Billing address

Postcode

Daytime telephone number

Customer number
(see front of bill)

Property address

Postcode

Instruction to your bank or building society

Please pay Norwich City 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 Norwich City Council 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 intructions for some types of account.

DPP9496

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee

DIRECT Debit

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