

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

Revenues & Benefits, Civic Centre,  
44 York Street, Twickenham TW1 3BZ

Name(s) of (Bank or Building Society)  
Account Holders(s):


**Bank or Building Society account number:**

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**Branch Sort Code:**

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**Name and full postal address of your Bank or Building Society.**

To: The Manager	Bank or Building Society
Address	
Post Code	

**Reference Number (Council Tax Account Number)**

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

**Service User Number**

<b>7</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>5</b>
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**LONDON BOROUGH OF RICHMOND OFFICIAL USE ONLY**

THIS IS NOT PART OF THE INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY

YOU SHOULD HOWEVER FILL IT IN TO LET US KNOW WHICH DATE YOU WANT TO PAY AND THE NUMBER OF PAYMENTS EACH YEAR. WE WILL CHOOSE THE 1<sup>ST</sup> AND MONTHLY FOR YOU IF THE BOXES ARE NOT TICKED

YOUR NAME AND ADDRESS

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**PREFERRED PAYMENT DATE: (PLEASE TICK)**

1ST

18TH

**PREFERRED FREQUENCY: (PLEASE TICK)**

MONTHLY

HALF YEARLY

QUARTERLY

ANNUALLY

**Instruction to your Bank or Building Society**

Please pay London Borough of Richmond 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 London Borough of Richmond and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

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Date:     /     /

**Banks and Building Societies may not accept Direct Debit Instructions for some types of accounts**

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, 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.