

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

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

Southend-on-Sea City Council  
Accounts Receivable  
Civic Centre  
Victoria Avenue  
Southend-on-Sea  
Essex  
SS2 6EP

Service user number

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FOR SOUTHEND-ON-SEA CITY COUNCIL OFFICIAL USE ONLY  
This is not part of the instruction to your bank or building society.

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 postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

**Instruction to your bank or building society**

Please pay Southend-on-Sea 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 Southend-on-Sea City Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date


Reference

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