

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

Please fill in the whole form and send it to:

Eastbourne Borough Council
 Customer First
 Town Hall, Grove Road
 Eastbourne
 East Sussex BN21 4UG

Name(s) of Account Holder(s):

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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	

Service User Number:

2	5	0	3	4	0
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Business Rate Reference Number:

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This can be found on the top right hand corner of your bill.

FOR EASTBOURNE BC OFFICIAL USE ONLY

This is not part of the instruction to your Bank or Building Society

The Council offers two payment dates.

Please tick the box to show your preference:

5th of the month 25th of the month

If no box is selected payment will be taken on the 5th of the month.

Instructions to your Bank or Building Society:

Please pay EASTBOURNE BOROUGH COUNCIL from account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with EASTBOURNE BOROUGH 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 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 Eastbourne Borough Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Eastbourne 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 Eastbourne 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 Eastbourne 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.



AN INVITATION TO PAY THE NON-DOMESTIC RATE BY DIRECT DEBIT

Direct Debiting is a simple, inexpensive and convenient way of paying Non-Domestic Rate instalments. In order to obtain the maximum benefit and help to keep the collection costs as low as possible, the Council invites you to sign an instruction to your bank/building society authorising them to pay your Rates from your account by instalments at our request. This means that you will not need to sign a fresh authority whenever the amount changes, although you will receive advice of the amounts due on your account each year.

Other benefits to you

1. No worries about remembering to pay at the right time.
2. No need to write out and post cheques.
3. No queuing at cash offices, your bank or your building society.
4. Possible reduction in bank charges.

Guarantees from the Council

1. Direct Debits presented to the bank/building society account named in your instruction WILL ONLY BE FOR INSTALMENTS ADVISED TO YOU AT LEAST 14 DAYS IN ADVANCE of the first day of payment.
2. In the unlikely event of Direct Debits being presented in error, YOU CAN OBTAIN AN IMMEDIATE REFUND FROM YOUR BANK/BUILDING SOCIETY.
3. You MAY CANCEL YOUR INSTRUCTION at any time by notifying your bank/building society and advising the Council accordingly.

What you have to do

Please complete and sign the instruction overleaf and return it as soon as possible to:

**Eastbourne Borough Council
Customer First
1 Grove Road
Eastbourne
East Sussex BN21 4TW
Telephone enquiries: (01323) 410000**