

<p>Please fill in the whole form including the Official use box using a ball point pen and send it to:</p> <p>Eastbourne Borough Council Customer First Town Hall, Grove Road Eastbourne BN21 4UG</p>	<p>Instruction to your Bank or Building Society to pay by Direct Debit</p> <p>Service User Number:</p> <table border="1" style="width:100%; text-align: center; border-collapse: collapse;"> <tr> <td style="width:16.6%;">2</td> <td style="width:16.6%;">5</td> <td style="width:16.6%;">0</td> <td style="width:16.6%;">3</td> <td style="width:16.6%;">4</td> <td style="width:16.6%;">0</td> </tr> </table>	2	5	0	3	4	0				
2	5	0	3	4	0						
<p>Name(s) of Account Holder(s):</p>	<p>FOR EASTBOURNE BC OFFICIAL USE ONLY This is not part of the instruction to your Bank/Building Society The Council offers four payment dates. Please tick the box to show your preference:</p> <p> <input type="checkbox"/> 1st of the month <input type="checkbox"/> 15th of the month <input type="checkbox"/> 7th of the month <input type="checkbox"/> 25th of the month </p> <p>If no box is selected payment will be taken on the 1st of the month</p>										
<p>Bank/Building Society Number:</p> <table border="1" style="width:100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> </tr> </table>											<p>The Council offers payment over 10 or 12 monthly instalments. Please tick the box to show your preference:</p> <p> <input type="checkbox"/> 10 Instalments <input type="checkbox"/> 12 Instalments </p> <p>If no box is selected payment will taken over a maximum of 10 monthly instalments</p>
<p>Branch Sort Code:</p> <table border="1" style="width:100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width:16.6%;"></td> <td style="width:16.6%;"></td> <td style="width:16.6%;"></td> <td style="width:16.6%;"></td> <td style="width:16.6%;"></td> <td style="width:16.6%;"></td> </tr> </table>							<p>Instructions to your Bank or Building Society</p> <p>Please pay EASTBOURNE BOROUGH COUNCIL 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 EASTBOURNE BOROUGH COUNCIL and, if so, details will be passed electronically to my Bank/Building Society</p>				
<p>Name and full postal address of your Bank or Building Society:</p> <p>To: The Manager Bank/Building Society</p> <p>Address</p>	<p>Signature(s):</p> <p>Date:</p>										
<p>Council Tax Reference Number:</p> <table border="1" style="width:100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> <td style="width:12.5%;"></td> </tr> </table>											

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 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.



WHY PAY COUNCIL TAX BY DIRECT DEBIT?

IT'S SIMPLE

IT'S CONVENIENT

IT'S SAFE

Direct Debit is a simple, inexpensive and convenient way of paying Council Tax instalments. In order to obtain the maximum benefit and help to keep the Council Tax as low as possible, the Council invites you to sign an instruction to your Bank/Building Society authorising them to pay your Council Tax 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 Council Tax 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. Instalments

Council Tax is normally paid over 10 monthly instalments. If you would like to pay over 12 months then please contact us and we can arrange this for you. Please note the number of instalments reduces for bills issued during the course of the year. If you have requested to pay over 12 instalments this will continue each year unless you notify us to advise that you wish to revert back to paying over 10 monthly instalments.

Should twice yearly instalments be required, please contact Customer First at the address below.

3. In the unlikely event of Direct Debits being presented in error, **YOU CAN OBTAIN AN IMMEDIATE REFUND FROM YOUR BANK/BUILDING SOCIETY.**
4. **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 first page of this instruction and send it, as soon as possible to:

Customer First

Town Hall, Grove Road

Eastbourne,

East Sussex BN21 4UG

Enquiries: Telephone: 01323 410000

or email: customerfirst@eastbourne.gov.uk

Personal information that you provide or which is obtained from other sources will be used by the Council to assess entitlement to benefit or liability of taxes. The information may be used for other purposes such as audit, monitoring statistical or other research. Some of the data we hold may be shared with other bodies, Council or Government departments, agencies and similar organisations, to enable them to perform their duties or for comparison purposes. We carry out discount reviews by checking our records against credit bureau data and other data sets in order to verify that the discount has been correctly claimed.