



Instructions 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:

Bournemouth, Christchurch & Poole Council
PO Box 722
Poole
BH15 2YE

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 (shown on your bill)

Service user number

FOR OFFICIAL USE ONLY

This is not part of the instruction to your bank or building society

Name(s) of bill payer(s) (as shown on Bill):

Address of the property (that this Direct Debit relates to):

Postcode

How would you like to pay?

- | | |
|--|--|
| <p>1. Please tick your frequency of payment (tick one box only):</p> <p>Monthly* <input type="checkbox"/></p> <p>Half yearly <input type="checkbox"/></p> <p>Yearly <input type="checkbox"/></p> | <p>2. Please select your choice of payment date (tick one box only):</p> <p>1st <input type="checkbox"/></p> <p>15th <input type="checkbox"/></p> <p>25th <input type="checkbox"/></p> |
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*If you wish for your Direct Debit to be collected over a maximum of 12 months please tick this box

Instruction to your Bank or Building Society

Please pay Bournemouth, Christchurch & Poole 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 Bournemouth, Christchurch & Poole 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 Debits 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 Bournemouth, Christchurch and Poole Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Bournemouth, Christchurch and Poole 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 Bournemouth, Christchurch and Poole 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 Bournemouth, Christchurch and Poole 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



Now you really can **save** yourself **time** and **trouble** when it comes to paying your bill

Direct Debit really is the most convenient way of paying the bill.

It will save you a lot of time and effort, there are no cheques to write, no paperwork or postage and there's no queuing, because payments are made for you, by your Bank/Building Society.

A Direct Debit gives you a choice of payment dates.

With a Direct Debit you can choose from paying on the 1st, 15th or 25th day of the month to suit your needs. (Instead of just the 1st day of the month - the due date if not paying by Direct Debit).

You can pay monthly, usually 10 instalments (April to January) or 12 instalments (April to March), half yearly in 2 instalments (April and October) or yearly in 1 instalment (April).

With a Direct Debit there is no risk of forgetting to pay or being late paying your bill.

So you have no need to worry about receiving reminders, or being late paying your bill due to a holiday, working away from home, period of absence or illness; because your Bank/Building Society make the payments automatically.

A Direct Debit helps the Council keep its costs down; improving services to you.

Direct Debit is, by far, the cheapest way for the Council to receive your payment. Helping to lower the costs will enable the saving to be passed on to you in the form of better services.

So how do you set up a Direct Debit?

It's so simple... and you only need to do this once.

Once set up, your Direct Debit will enable payment of future year bills - without any further action on your part; simply telephone the Council on **0345 0344 569** to set up your Direct Debit. Before making your call please have with you your bank account number and sort code ready (these are shown on a bank statement), or alternatively fill in the form overleaf and return it to the Council addressed to:

**Bournemouth, Christchurch & Poole Council,
Stour Valley & Poole Partnership, PO Box 722, Poole, Dorset, BH15 2YE**