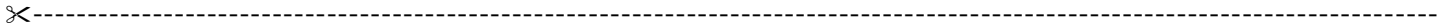


Housing Management Services - Direct Debit

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, Wiltshire Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Wiltshire 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 Wiltshire 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 Wiltshire 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 Wiltshire Council.

PLEASE INDICATE YOUR PREFERRED PAYMENT DATE IN THE APPROPRIATE BOX BELOW



INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT



Please complete parts **1** to **5** to instruct your branch to make payments from your account. Then return the form to: Wiltshire Council, Housing Management Services, PO Box 2281, Salisbury SP2 2HX

For Wiltshire Council official use only

(This is not part of the instruction to your Bank)

Please debit my account on:

1st 15th (Please tick one box only)

Originator's Identification Number 9 4 8 3 6 0

Reference - (Rent Card Number)

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1 Please write the full postal address of your branch below:
To the Manager _____ Bank/Building society

2 Name of the account holder(s)

3 Account Number

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4 Sort Code

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- 5** Instruction to your Bank or Building Society
- Please pay **Wiltshire 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 **Wiltshire Council** and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s) _____

Date _____

Banks may refuse to accept instruction to pay direct debits from some types of accounts