

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

Please fill in the whole form and send it to:

Council Tax  
Canterbury City Council  
Military Road  
Canterbury, Kent CT1 1YW

Name(s) of Account Holder(s)

[Empty text box for account holder name]

Bank/Building Society account number

[Account number boxes] (Last box: Giro customers only)

Bank Sort Code

[Bank sort code boxes]

Name and full postal address of your bank or Building Society

To: The Manager Bank/Building Society  
Address  
[Empty address box]  
Postcode

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

COUNCIL TAX ACCOUNT NUMBER

[Council tax account number boxes]

OR ADDRESS OF PROPERTY

[Empty text box for property address]

Originator's Identification Number

9 9 3 4 9 9

This box is for Canterbury City Council's information. It is not part of the Instruction to your Bank or Building Society

Please tick ONE date you want to pay monthly on:

1st [ ] [ ] 10 month [ ] 7th [ ] 15th [ ] [ ] 10 month [ ] [ ] 12 month [ ]  
20th [ ] 26th [ ] [ ] 10 month [ ] [ ] 12 month [ ]

If you would like us to send all future Council Tax bills to your email address, please tell us your email address here. (This box is not mandatory)

Email address

[Email address boxes]

This service is only available to people who are named on the bill. If you change your email address you must let us know straight away. You can opt out of this at any time by filling in the unsubscribe form at [www.canterbury.gov.uk/paperless](http://www.canterbury.gov.uk/paperless)

Telephone

[Telephone number boxes]

### Instructions to your Bank Building Society:

Please pay Canterbury City Council Direct Debits from the account shown in this Instruction following the safeguards assured by the Direct Debit Guarantee.

I understand that this Instruction may remain with Canterbury City Council and its details may be passed electronically to my Bank/Building Society.

Signature(s)

[Signature line]

Date

[Date line]

THIS GUARANTEE SHOULD BE DETACHED AND KEPT BY THE ACCOUNT HOLDER

### 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 Canterbury City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Canterbury 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 Canterbury City Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- ◆ If you receive a refund you are not entitled to, you must pay it back when Canterbury 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.