



Instruction to your bank or building society to pay by Direct Debit

Service user number

8 3 8 4 0 2

Please fill in the whole form including the official use box using a ball point pen and send it to:

Customer Accounts Department, Dacorum Borough Council
The Forum, Marlowes
Hemel Hempstead
HERTS, HP1 1DN

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

FOR DACORUM BOROUGH COUNCIL OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

If you need help filling out this form or have any questions about payment by Direct Debit, please phone the HELPLINE on **01442 228315**. The Payment will be taken from your account on or shortly after the due date on your invoice.

Instruction to your bank or building society

Please pay Dacorum Borough 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 Dacorum 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

DD11

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 Dacorum Borough Council will notify you 14 working days in advance of your account being debited or as otherwise agreed. If you request Dacorum 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 Dacorum 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 Dacorum 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.