



City of  
**Stoke-on-Trent**



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

## Stoke-on-Trent City Council

Please complete all sections including your address in the official use box. Please write in block capitals with a black ball point pen.

Service User Number

**2 5 0 3 5 3**

STOKE-ON-TRENT CITY COUNCIL  
REVENUES  
PO Box 1490, CIVIC CENTRE  
GLEBE STREET  
STOKE-ON-TRENT  
ST4 1HH

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 branch

To: The Manager Bank/Building Society  
\_\_\_\_\_  
Address  
\_\_\_\_\_  
\_\_\_\_\_  
Postcode

Reference Number

\_\_\_\_\_

**Preferred payment plan:** (Tick one box only)

**Yearly**

**2 Half yearly instalments**

or, for **Monthly** options please choose **10** or **12** Instalments per year by ticking the required box...

**10 Instalments**  **12 Instalments**

and choose the preferred date between the **1st** and **28th** (please clearly circle your choice).

1	5	9	13	17	21	25
2	6	10	14	18	22	26
3	7	11	15	19	23	27
4	8	12	16	20	24	28

For Stoke-on-Trent City Council official use only  
(This is not part of the instruction to your bank or building society)

### Instruction to your Bank or Building Society

Please pay Stoke-on-Trent City 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 Stoke-on-Trent City Council and if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

\_\_\_\_\_

Date:

\_\_\_\_\_

Address:

\_\_\_\_\_

Banks and Building Societies may not accept Direct Debit 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 Stoke-on-Trent City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Stoke-on-Trent 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 Stoke-on-Trent City 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 Stoke-on-Trent 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.



## Make paying your Business Rates even easier

### Direct Debit

#### Your questions answered

- |   |   |
|---|---|
| <b>Q</b> What happens when I return my completed instruction to the Council?      | <b>A</b> The Council will check the details provided and forward the form to your Bank/Building Society. There's nothing more for you to do. Each month your account will be debited with the agreed required amount. |
| <b>Q</b> How will I know how much is being debited from my account and when?      | <b>A</b> You will be notified in advance if the account to be debited needs to be altered. Remember you don't have to do anything.  |
| <b>Q</b> Will I receive an annual bill?   | <b>A</b> Yes. These will continue to be sent to you for information and at any time your liability alters an amended bill will be sent advising you of any revision to the monthly payment required.                  |
| <b>Q</b> What if I move house?  | <b>A</b> Providing you move within the City and advise the Council of your new address and the date you moved, we will arrange for you to continue paying by Direct Debit.  |
| <b>Q</b> How can I cancel my Direct Debit?  | <b>A</b> Simply contact your Bank or Building Society. Written confirmation may be required. Please also notify us.   |
| <b>Q</b> Can the amount of my monthly payment be adjusted or amended at any time? | <b>A</b> Yes. If your liability alters the monthly payment can be reduced or increased as necessary, but only after giving you prior notice.  |
| <b>Q</b> If a mistake is made can I get my money back?                            | <b>A</b> In the unlikely event of Direct Debits being presented in error, you can obtain an immediate refund from your Bank/Building Society.   |
| <b>Q</b> Can anyone elect to pay by this method?                                  | <b>A</b> Yes. Anyone with a current account at a Bank/ National Giro or with an appropriate Building Society account can take advantage of direct debiting.   |

**Data Protection** - At Stoke-on-Trent City Council we take your privacy seriously and will only use your personal information to administer your account and for purposes required or allowed by the law. You can find information about how we use your personal information and your rights by visiting [www.stoke.gov.uk/dataprotection](http://www.stoke.gov.uk/dataprotection). The personal information we collect from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used for these purposes can be found at [www.cifas.org.uk/fpn](http://www.cifas.org.uk/fpn). We may also share this information with other departments of the council or other relevant organisations for purposes which may include enforcement.