

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

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

**Revenues and Benefits  
Newcastle City Council  
Civic Centre  
Newcastle upon Tyne  
NE1 8QH**

Service User Number

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For Newcastle City Council official use only  
This is not part of the instruction to your  
Bank or Building Society but **you must fill this part in.**

Name(s) of Account Holder(s)  
\_\_\_\_\_  
\_\_\_\_\_

Your Name \_\_\_\_\_

Your Address \_\_\_\_\_  
\_\_\_\_\_

Bank/Building Society account number  
| | | | | | | |

Your Phone Number \_\_\_\_\_

Branch Sort Code  
| | | | | |

Property Number **N** \_\_\_\_\_

**I wish to pay on**  
**(tick preferred date)**      **1st**       **16th**

Name and full postal address of your Bank or Building Society

**Instruction to your Bank or Building Society.**

Please pay Newcastle 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 Newcastle City Council and, if so, details will be passed electronically to my Bank or Building Society.

To The Manager	Bank/Building Society
Address	
_____	
_____	
	Postcode
_____	

Signature(s)
_____
_____
Date
_____

Business Rates Reference Number  
\_\_\_\_\_

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