

Our Ref:  
 Telephone: 01452 396 396  
 Email: BR@gloucester.gov.uk  
 Website: www.gloucester.gov.uk

**Non-Domestic Rates Reference number:**

Please complete, detach and return the section below as instructed. Please also retain this top section, to retain the Direct Debit Guarantee.



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

**Please complete this form and return it to:**

Gloucester City Revenue & Benefits,  
 Eastgate Management Suite,  
 Eastgate Street,  
 Gloucester,  
 GL1 1PA

Service User Number

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**To The Manager:**

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**Bank / Building Society**

**Address:**.....

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.....

Customer Account Reference number:

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

**Bank / Building Society Account number:**

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**Sort Code:**

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**Signature(s):**

**Account holder(s) name(s):**

**Dated:**

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